TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
C.5.3	**Communications**	
C.5.3.1	**Wireless Voice and Data**	
	Project Planning and Management	**Number of wireless voice and or data service projects managed, planned (to include, but not limited to: feasibility study's, consults, customer requirements), designed, developed and tested.**
	Studies Submitted	Number of Staffing actions submitted
	Consults Provided	
	Business Cases prepared	
	Design's created and submitted	
	Test's conducted	
	Certification's completed	
	Project's created and submitted	
	Wireless Voice and Data Services	**Number of devices and services supported, operated, maintained, and managed in the installation and configuration of wireless data services, to include but not limited to wireless access points, wireless routers, wireless Network Interface Cards (NIC's), mobile/hand held satellite communications equipment, microwave radio (analog and/or digital long haul communications), cellular telephones, pagers and Personal Digital Assistant (PDA) devices.**
	Routers installed	Enter the estimated number of times you install wireless routers per year.
	Routers configured	Enter the estimated number of times you configure wireless routers per year.
	Routers deinstalled	Enter the estimated number of times you de-install wireless routers per year.
	AP activated	Enter the estimated number of times you activate a wireless Access Point (AP) per year.
	AP configured	Enter the estimated number of times you configure a wireless Access Point (AP) per year.
	AP deactivated	Enter the estimated number of times you deactivate a wireless Access Point (AP) per year.
	Pagers activated	Enter the estimated number of times you activate a pager (e.g. Designated Agency Representative [DAR] action).
	Pagers deactivated	Enter the estimated number of times you deactivate a pager (e.g. Designated Agency Representative [DAR] action).
	Mobile satellites activated	Enter the estimated number of times you activate mobile satellites (includes but not limited to COTS such as Dish Network, DIRECTV and unique systems supporting watercraft, EOC's, DTOS, etc.)

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Mobile satellites deactivated	Enter the estimated number of times you deactivate a mobile satellite (e.g. submit a Telecommunication Service Order [TSO].
	Cellular telephone activated	Enter the estimated number of times you activate a cellular telephone (e.g. Designated Agency Representative [DAR] action).
	Cellular telephone deactivated	Enter the estimated number of times you deactivate a cellular telephone (e.g. Designated Agency Representative [DAR] action).
	PDA activated	Enter the estimated number of times that you activate a PDA (e.g. Blackberry - Designated Agency Representative [DAR] action).
	PDA deactivated	Enter the estimated number of times you deactivate a PDA (e.g. Blackberry - Designated Agency Representative [DAR] action).
	GPS activated	Enter the estimated number of times you activate a GPS device.
	GPS configured	Enter the estimated number of times you configure a GPS device.
	GPS deactivated	Enter the estimated number of times you deactivate a GPS device.
	Microwave radio activated (analog)	Estimate the number of times you activate a Microwave radio (analog).
	Microwave radio activated (digital)	Estimate the number of times you activate a Microwave radio (digital).
	Microwave radio configured (analog)	Estimate the number of times you configure a Microwave radio (analog).
	Microwave radio configured (digital)	Estimate the number of times you configure a Microwave radio (digital).
	Microwave radio deactivated (analog)	Estimate the number of times you deactivate a Microwave radio (analog).
	Microwave radio deactivated (digital)	Estimate the number of times you deactivate a Microwave radio (digital).
	Microwave repeater installed (analog)	Estimate the number of times you install a microwave repeater (analog).
	Microwave repeater installed (digital)	Estimate the number of times you install a microwave repeater (digital).
	Microwave repeater configured (analog)	Estimate the number of times you configure a microwave repeater (analog).
	Microwave repeater configured (digital)	Estimate the number of times you configure a microwave repeater (digital).
	Microwave repeater deactivated (analog)	Estimate the number of times you deactivate a microwave repeater (analog).
	Microwave repeater deactivated (digital)	Estimate the number of times you deactivate a microwave repeater (digital).
	Microwave repeater deinstalled (analog)	Estimate the number of times you de-install a microwave repeater (analog).
	Microwave repeater deinstalled (digital)	Estimate the number of times you de-install a microwave repeater (digital).

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Work Orders Submitted	Estimate the number of Work Orders submitted, to include but not limited to aforementioned devices.
	Work Orders completed	Estimate the number of Work Orders completed, to include but not limited to aforementioned devices.
	Add wireless data network component	Enter the estimated number of times you add other types of wireless data network components with the component name/description
	Remove wireless data network component	Enter the estimated number of times you remove other types of wireless data network components with the component name/description
	Move wireless data network component	Enter the estimated number of times you move other types of wireless data network components with the component name/description
	Upgrade software wireless data network component	Enter the estimated number of times you upgrade software other types of wireless data network components with the component name/description
	Upgrade hardware wireless data network component	Enter the estimated number of times you upgrade hardware on other types of wireless data network components with the component name/description
	Replace failed parts on wireless data network component	Enter the estimated number of times you replace failed parts on other types of wireless data network components with the component name/description
	Modify configuration of wireless data network component	Enter the estimated number of times you modify configuration of other types of wireless data network components with the component name/description
	Troubleshoot wireless data network component	Enter the estimated number of times you troubleshoot other types of wireless data network components with the component name/description
	Contact technical support for wireless data network component	Enter the estimated number of times you contact technical support for other types of wireless data network components with the component name/description
	Add wireless data network component	Enter the estimated number of times you add other types of wireless data network components with the component name/description
	Provide modified documentation	Enter the estimated number of times you modified documentation after new installs/upgrades of other types of wireless data network components per month.
	Provide unique service	Enter the any other unique service performed for wireless data network components and the number of times per month performed with a description.
C.5.3.2	**Voice Services (wired)**	
	A Project Completed	

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Replacement Plan for Wired Voice equipment Developed	Enter the number of plans developed for replacement of wired voice communications equipment. Include consultation with customers regarding requirements and technical solutions and development of technical proposals. 1 unit per plan developed. If not applicable, enter ""0"".
	Develop Plans	Enter the estimated number of times per month where you develop agency specific Voice Services (Wired) tactical, strategic, and project plans including documentation. If not applicable, enter ""0"".
	Develop Estimates	Enter the estimated number of times per month you develop Voice communications designs for new facility construction, expansions, remodeling, and relocations including accommodations for legacy equipment, physical security, new equipment installation, removal of old equipment, cabling, power systems, cost estimates, and project timelines. If not applicable, enter ""0"".
	Review submitted projects	Enter the estimated number of times per month you review submitted Voice communications projects including cost estimates, new designs,design updates, specifications, and facility designs. If not applicable, enter ""0"".
	Perform Risk assessment	Estimate the number of times per month you prepare risk assessments for planned network changes. If not applicable, enter ""0"".
	Prepare documents for changes	Estimate the number of times per month you prepare, plan and document planned Network configuration changes. Include required software patches, upgrades, and changes to achieve targeted planned change. If not applicable, enter ""0"".
	Test and evaluate plans	Estimate the number of times per month you test and evaluate planned Voice communications (wired) configuration changes. Include software patches, upgrades, and changes. If not applicable, enter ""0"".
	Perform backup	Estimate the number of times per month you perform back-up of Network configuration prior to and after planned configuration software changes.
	A Device and Service Provided	
	Circuits troubleshot and troubles cleared	Enter the estimated number of times per month where your interaction with a LEC, C-LEC, FTS, or FTS-DAR is used to troubleshoot and clear main voice problems. Use""1""per instance. If not applicable, enter ""0"".
	Voice Circuit Installed	Enter the estimated number of times you install voice circuits per month, FTS, LEC , C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Voice Circuit Upgraded	Enter the estimated number of times you Upgrade voice circuits per month, FTS, LEC , C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	Voice Circuit Disconnected	Enter the estimated number of times you Disconnect voice circuits per month, FTS, LEC , C-LEC, Microwave, T-1. Use ""1"" per instance. If not applicable, enter ""0"".
	ISDN Circuit requested to be installed	Enter the estimated number of times you Install ISDN circuits per month, FTS, LEC , C-LEC, Microwave, T-1. Use ""1"" per instance. If not applicable, enter ""0"".
	ISDN Circuit requested to be disconnected	Enter the estimated number of times you Disconnect ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1. Use""1""per instance. If not applicable, enter ""0"".
	DSL Circuit requested to be installed	Enter the estimated number of times you Install ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	DSL Circuit Requested to be Disconnected	Enter the estimated number of times you Disconnect ISDN circuits per month, FTS, LEC , C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	Cable Modem requested to be installed	Enter the estimated number of times per month you request a cable modem be installed by the local cable company. Use ""1"" per instance. If not applicable, enter ""0".
	DSL Circuit Requested to be Disconnected	Enter the estimated number of times per month you disconnect a cable modem, connection from the local cable company. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone service added	Enter the estimated number of times per month that you add a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Moved	Enter the estimated number of times per month that you move a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Changed	Enter the estimated number of times per month that you change a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Deleted	Enter the estimated number of times per month that you delete a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Voicemail account moved	Enter the estimated number of times per month that you move a voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account added	Enter the estimated number of times per month that you add a voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account Changed	Enter the estimated number of times per month that you Change a voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account De-installed	Enter the estimated number of times per month that you de-install a voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail Menu Created	Enter the estimated number of times per month that you create a voicemail menu. Use""1""per instance. If not applicable, enter ""0"".
	Voicemail Menu Modified	Enter the estimated number of times per month that you modify a voicemail menu. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail System Backed Up	Enter the estimated number of times per month that you Backup a voicemail system. Use ""1"" per instance. If not applicable, enter ""0"".
	Switchboard Operator Calls Processed (District HQ)	Enter the number of calls that the switchboard operators process per month. This includes directory assistance, Trouble tickets, audio conferencing, paging, emergency calls and forwarding of calls. Use""1""per instance. If not applicable, enter ""0"".
	Audio Conference Bridge Modified	Enter the number of times per month at the configuration of an audio conference bridge is modified. Use ""1"" per instance. If not applicable, enter ""0"".
	PBX or Key System Installed	Enter the number of times per month that a PBX or key system is installed. Use ""1"" per instance. If not applicable, enter ""0"".
	Preventative maintenance on a PBX or Key system performed	Enter the number of times per month that preventative maintenance is performed on a PBX or Key system. Use""1""per instance. If not applicable, enter ""0"".
	PBX or Key System backup performed	Enter the number of times per month that a PBX or key system is backup. Use ""1"" per instance. If not applicable, enter ""0"".
	Problem on a PBX or Key System Resolved	Enter the number of times per month that a problem is resolved on a PBX or Key System. Use ""1"" per instance. If not applicable, enter ""0"".
	PBX or Key System Program Change made	Enter the number of times per month that a program change is made on a PBX or Key System. Use""1""per instance. If not applicable, enter ""0"".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Call accounting system Managed	Enter the number of times per month that the call accounting system in managed. This includes updates and changes to the system and verification of system data collection of the PBX system. Use ""1"" per instance. If not applicable, enter ""0"".
	Call Accounting Report generated	Enter the number of times per month that a report is generated using the call accounting system. Reports include, but not limited to trend analysis, fraud checking, and usage reports. Use ""1"" per instance. If not applicable, enter ""0"".
	Backup of the call accounting system	Enter the number of times per month that the call accounting system is backed up. Use ""1"" per instance. If not applicable, enter ""0"".
	Outside cable plant installed	Enter the number of times per month that the outside cable plant is installed. Include but not limited to multiple conductor aerial, underground, and buried multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Outside cable plant Maintained	Enter the number of times per month that the outside cable plant is maintained. Include but not limited to multiple conductor aerial, underground, and buried multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Outside cable plant Troubleshot	Enter the number of times per month that the outside cable plant is troubleshot. Include but not limited to multiple conductor aerial, underground, and buried multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Outside cable plant Upgraded	Enter the number of times per month that the outside cable plant is Upgraded. Include but not limited to multiple conductor aerial, underground, and buried multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Inside cable plant installed	Enter the number of times per month that the Inside cable plant is installed. Include but not limited to multiple conductor multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Inside cable plant Maintained	Enter the number of times per month that the Inside cable plant is maintained. Include but not limited to multiple conductor multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Inside cable plant Troubleshot	Enter the number of times per month that the Inside cable plant is Troubleshot. Include but not limited to multiple conductor multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Inside cable plant Upgraded	Enter the number of times per month that the Inside cable plant is Upgraded. Include but not limited to multiple conductor multi-purpose communications cables including coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Documentation of Alterations to Communications Infrastructure	Enter the number of times per month that the communications infrastructure documentation is altered to show changed to the infrastructure. Use ""1"" per instance. If not applicable, enter ""0"".
C.5.3.3	**Data Services Wired**	
	Planning and Management of Projects	The number of projects managed, planned (to include feasibility study, consulting, user requirements), designed, developed, tested, certified and deployed and wired data service project.
	Develop network tactical, strategic, and project plans, including documentation.	Enter the estimated number of times per month where you develop agency specific wide Data Services (Wired) network tactical, strategic, and project plans including documentation. Example: Develop project plans for entire district.
	Develop network design plans including cost estimates.	Enter the estimated number of times per month you develop network designs for new facility construction, expansions, remodeling, and relocations including accommodations for legacy equipment, physical security, new equipment installation, removal of old equipment, cabling, power systems, cost estimates, and project timelines.
	Review submitted projects, specifications and designs.	Enter the estimated number of times per month you review submitted projects including cost estimates, new designs, design updates, specifications, and facility designs.
	Perform risk assessments for planned changes	Estimate the number of times per month you prepare risk assessment for planned network changes.
	Prepare, plan and document planned configuration changes	Estimate the number of times per month you prepare, plan, and document planned Network configuration changes. Include required software patches, upgrades, and changes to achieve targeted planned change.
	Test and evaluate planned configuration changes.	Estimate the number of times per month you test and evaluate planned Network configuration changes. Include software patches, upgrades, and changes.
	Perform back-up of planned configuration change	Estimate the number of times per month you perform back-up of Network configuration prior to and after planned configuration software changes.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Support Operate and Maintain	The number of Devices and Services supported, operated, maintained, and managed the configuration of new and existing wired data services, to include but not limited to: required security systems and devices, switches, data services wired network devices, VPN, VOIP, services, inside cable plant, outside cable plant, Help Desk, and network administration of secure and non-secure systems. Coordinate with other entities such as but not limited to DOIM, CEEIS, NETCOM, landlords, DISA, DREN, SIPR, NIPR.
	Troubleshoot and clear wired data circuit service problems	Enter the estimated number of times per month where you interact with a carrier or other agency to troubleshoot and clear wired data circuit service problems use "1" per instance.
	Install wired data circuits	Enter the estimated number of times you install wired data circuits per month.
	Upgrade wired data circuits	Enter the estimated number of times you upgrade wired data circuits per month.
	Request Wired data circuits disconnect	Enter the estimated number of times you disconnect wired data circuits per month.
	Move Wired data circuits	Enter the estimated number of times you move wired data circuits per month.
	Update and maintain Network documentation	Estimate the number of times per month you update and maintain Network documentation.
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	Enter the estimated number of times you add new routers per month.
	Remove routers from your network	Enter the estimated number of times you remove routers per month.
	Move routers on your network	Enter the estimated number of times you move routers per month.
	Upgrade the software on your routers	Enter the estimated number of times you upgrade the software on your routers per month.
	Upgrade the hardware on your routers	Enter the estimated number of times you upgrade the hardware on your routers per month.
	Replace failed hardware components on your routers	Enter the estimated number of times you replace failed hardware components on your routers per month.
	Modify the configuration of the routers on your network	Enter the estimated number of times you modify the configuration of your routers per month.
	Troubleshoot router problems	Enter the estimated number of times you troubleshoot router problems per month.
	Contact technical support for router problems	Enter the estimated number of times you contact technical support for router support per month.
	Perform preventive maintenance on routers	Enter the estimated number of times you perform preventive maintenance on routers per month.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Add switches to your network (layer 2 and 3 switches)	Enter the estimated number of times you add new switches per month.
	Remove switches from your network	Enter the estimated number of times you remove switches per month.
	Move switches on your network	Enter the estimated number of times you move switches per month.
	Upgrade the software on your switches	Enter the estimated number of times you upgrade the software on your switches per month.
	Upgrade the hardware on your switches	Enter the estimated number of times you upgrade the hardware on your switches per month.
	Replace failed hardware components on your switches	Enter the estimated number of times you replace failed hardware components on your switches per month.
	Modify the configuration of the switches on your network	Enter the estimated number of times you modify the configuration of your switches per month.
	Troubleshoot switch problems	Enter the estimated number of times you troubleshoot switch problems per month.
	Contact technical support for switch problems	Enter the estimated number of times you contact technical support for switch support per month.
	Perform preventive maintenance on switches	Enter the estimated number of times you perform preventive maintenance on switches per month.
	Add hubs to your network	Enter the estimated number of times you add new hubs per month.
	Remove hubs from your network	Enter the estimated number of times you remove hubs per month.
	Move hubs on your network	Enter the estimated number of times you move hubs per month.
	Upgrade the software on your hubs	Enter the estimated number of times you upgrade the software on your hubs per month.
	Upgrade the hardware on your hubs	Enter the estimated number of times you upgrade the hardware on your hubs per month.
	Replace failed hardware components on your hubs	Enter the estimated number of times you replace failed hardware components on your hubs per month.
	Modify the configuration on the hubs on your network	Enter the estimated number of times you modify the configuration of your hubs per month.
	Troubleshoot hub problems	Enter the estimated number of times you troubleshoot hub problems per month.
	Contact technical support for hub problems	Enter the estimated number of times you contact technical support for hub support per month.
	Perform preventive maintenance on hubs	Enter the estimated number of times you perform preventive maintenance on hubs per month.
	Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	Enter the estimated number of times you add new DSU/CSU per month.
	Remove DSU/CSU from your network	Enter the estimated number of times you remove DSU/CSU per month.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Move DSU/CSU on your network	Enter the estimated number of times you move DSU/CSU per month.
	Upgrade the software on your DSU/CSU	Enter the estimated number of times you upgrade the software on your DSU/CSU per month.
	Upgrade your DSU/CSU	Enter the estimated number of times you upgrade your DSU/CSU per month.
	Replace failed DSU/CSU	Enter the estimated number of times you replace failed DSU/CSU per month.
	Modify the configuration on DSU/CSU	Enter the estimated number of times you modify the configuration of your DSU/CSU per month.
	Troubleshoot DSU/CSU problems	Enter the estimated number of times you troubleshoot DSU/CSU problems per month.
	Contact technical support for DSU/CSU problems	Enter the estimated number of times you contact technical support for DSU/CSU support per month.
	Add CODEC's to your network	Enter the estimated number of times you add new CODEC's per month.
	Remove CODEC's from your network	Enter the estimated number of times you remove CODEC's per month.
	Move CODEC'S on your network	Enter the estimated number of times you move CODEC'S per month.
	Upgrade the software on your CODEC'S	Enter the estimated number of times you upgrade the software on your CODEC'S per month.
	Upgrade the hardware on your CODEC'S	Enter the estimated number of times you upgrade the hardware on your CODEC'S per month.
	Replace failed hardware components on your CODEC'S	Enter the estimated number of times you replace failed hardware components on your CODEC'S per month.
	Modify the configuration of the CODEC'S on your network	Enter the estimated number of times you modify the configuration of your CODEC'S per month.
	Troubleshoot CODEC'S problems	Enter the estimated number of times you troubleshoot switch problems per month.
	Contact technical support for CODEC'S problems	Enter the estimated number of times you contact technical support for CODEC'S support per month.
	Perform preventive maintenance on CODEC'S	Enter the estimated number of times you perform preventive maintenance on CODEC'S per month.
	Add sensors to your network	Enter the estimated number of times you add new sensors per month.
	Remove sensors from your network	Enter the estimated number of times you remove sensors per month.
	Move sensors on your network	Enter the estimated number of times you move sensors per month.
	Upgrade the software on your sensors	Enter the estimated number of times you upgrade the software on your sensors per month.
	Upgrade the hardware on your sensors	Enter the estimated number of times you upgrade the hardware on your sensors per month.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Replace failed hardware components on your sensors	Enter the estimated number of times you replace failed hardware components on your sensors per month.
	Modify the configuration of the sensors on your network	Enter the estimated number of times you modify the configuration of your sensors per month.
	Troubleshoot sensor problems	Enter the estimated number of times you troubleshoot sensor problems per month.
	Contact technical support for sensor problems	Enter the estimated number of times you contact technical support for sensor support per month.
	Perform preventive maintenance on sensors	Enter the estimated number of times you perform preventive maintenance on sensors per month.
	Add monitors/displays to your network	Enter the estimated number of times you add new monitors/displays per month (such as information displays, surveillance monitors).
	Remove monitors/displays from your network	Enter the estimated number of times you remove monitors/displays per month.
	Move monitors/displays on your network	Enter the estimated number of times you move monitors/displays per month.
	Upgrade the software on your monitors/displays	Enter the estimated number of times you upgrade the software on your monitors/displays per month.
	Upgrade the hardware on your monitors/displays	Enter the estimated number of times you upgrade the hardware on your monitors/displays per month.
	Replace failed hardware components on your monitors/displays	Enter the estimated number of times you replace failed hardware components on your monitors/displays per month.
	Modify the configuration of the monitors/displays on your network	Enter the estimated number of times you modify the configuration of your monitors/displays per month.
	Troubleshoot monitors/displays problems	Enter the estimated number of times you troubleshoot monitors/displays problems per month.
	Contact technical support for monitors/displays problems	Enter the estimated number of times you contact technical support for monitors/displays support per month.
	Perform preventive maintenance on monitors/displays	Enter the estimated number of times you perform any type of preventive maintenance, if any, on monitors/displays per month.
	Add video input device to your network	Enter the estimated number of times you add new video input devices per month (such as video camera, surveillance camera).
	Remove video input device from your network	Enter the estimated number of times you remove video input device per month.
	Move video input device on your network	Enter the estimated number of times you move video input device per month.
	Upgrade the software on your video input device	Enter the estimated number of times you upgrade the software on your video input device per month.
	Upgrade the hardware on your video input device	Enter the estimated number of times you upgrade the hardware on your video input device per month.
	Replace failed hardware components on your video input device	Enter the estimated number of times you replace failed hardware components on your video input device per month.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Modify the configuration of the video input device on your network	Enter the estimated number of times you modify the configuration of your video input device per month.
	Troubleshoot video input device problems	Enter the estimated number of times you troubleshoot video input device problems per month.
	Contact technical support for video input device problems	Enter the estimated number of times you contact technical support for video input device support per month.
	Perform preventive maintenance on video input device	Enter the estimated number of times you perform any type of preventive maintenance, if any, on video input device per month.
	Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	Enter the estimated number of times you add new faxes per month.
	Remove faxes from your network	Enter the estimated number of times you remove faxes per month.
	Move faxes on your network	Enter the estimated number of times you move faxes per month.
	Upgrade the software on your faxes	Enter the estimated number of times you upgrade the software on your faxes per month.
	Replace failed hardware components on your faxes	Enter the estimated number of times you replace failed hardware components on your faxes per month.
	Modify the configuration of the faxes on your network	Enter the estimated number of times you modify the configuration of your faxes per month.
	Troubleshoot fax problems	Enter the estimated number of times you troubleshoot fax problems per month.
	Contact technical support for fax problems	Enter the estimated number of times you contact technical support for fax support per month.
	Perform preventive maintenance on faxes	Enter the estimated number of times you perform preventive maintenance on faxes per month.
	Perform preventive maintenance on emergency wired data network components	Enter the estimated number of times you perform preventive maintenance on emergency wired data network components per month.
	Add other types of wired data network components	Enter the estimated number of times you add other types of wired data network components with the component name/description
	Remove other types of wired data network components	Enter the estimated number of times you remove other types of wired data network components with the component name/description
	Move other types of wired data network components	Enter the estimated number of times you move other types of wired data network components with the component name/description
	Upgrade software on other types of wired data network components	Enter the estimated number of times you upgrade software other types of wired data network components with the component name/description
	Upgrade hardware on other types of wired data network components	Enter the estimated number of times you upgrade hardware on other types of wired data network components with the component name/description

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Replace failed parts on other types of wired data network components	Enter the estimated number of times you replace failed parts on other types of wired data network components with the component name/description
	Modify configuration of other types of wired data network components	Enter the estimated number of times you modify configuration of other types of wired data network components with the component name/description
	Troubleshoot other types of wired data network components	Enter the estimated number of times you troubleshoot other types of wired data network components with the component name/description
	Contact technical support for other types of wired data network components	Enter the estimated number of times you contact technical support for other types of wired data network components with the component name/description
	Perform preventive maintenance on other types of wired data network components	Enter the estimated number of times you perform preventive maintenance on other types of wired data network components with the component name/description
	Provide modified documentation after new installs/upgrades for other types of wired data network components	Enter the estimated number of times you modified documentation after new installs/upgrades of other types of wired data network components per month.
	Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Provide user training for wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Number of help desk requests in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Install inside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Maintain inside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0"
	Troubleshoot inside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Upgrade inside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Install outside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Maintain outside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Troubleshoot outside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Upgrade outside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
C.5.3.4.	**VTC/Video Services**	
	Project Planning and Management	The average monthly number of instances where the site will manage, plan (to include feasibility study, consulting, user requirements), design, develop, test, certify and deploy an enterprise-wide, regional, or local VTC and/or Video project.
	A Project Completed	Estimate the number of times per year you would either submit an approval or a Needs Assessment for new systems, major upgrades, or modifications.
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	
	Install, Operate and Maintain Video Teleconferencing Services	The average number of devices and services supported, operated, maintained, configured, and managed the configuration of new and existing VTC, CATV, CCTV, alarms and other video services. Provide VTC and video training. Provide video services and support, to include but not limited to: VTC's, utilizing various communications links and protocols such as IP, ISDN, Fractional T-1; bridging service, secure and non-secure; CCTV (in house cable system); surveillance systems; streaming video; in-house cable plant; outside cable plant; unique applications; video capture and archive; Help Desk support for VTC services.
	Process FTS requests for VTC service.	
	Process FTS Disconnect Orders for VTC services.	
	Install Video Teleconferencing Equipment	
	Resolve problems with Video Teleconferencing Equipment	
	Perform PM on Video Teleconferencing Equipment	
	De-install Video Teleconferencing Equipment	
	Resolve desktop video teleconferencing equipment problems	
	Move video teleconferencing equipment or services	
	Add video teleconferencing equipment or services	
	Change video teleconferencing equipment or services, including configuration modification.	

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Delete video teleconferencing equipment or services	
	Provide user training for video teleconferencing equipment or services	
	Move CCTV equipment or services	
	Add CCTV equipment or services	
	Change CCTV equipment or services	
	Delete CCTV equipment or services	
	Move surveillance systems equipment or services	
	Add surveillance systems equipment or services	
	Change surveillance systems equipment or services	
	Delete surveillance systems equipment or services	
	Move streaming video equipment	
	Add streaming video equipment	
	Change streaming video equipment	
	Delete streaming video equipment	
	Requests for video capture	
	Requests for video archive	
	Number of help desk requests in support of Video services	
	Instances of unique applications related to video services	
	Install inside cable in support of video services	
	Maintain inside cable in support of video services	
	Troubleshoot inside cable in support of video services	
	Upgrade inside cable in support of video services	
	Install outside cable in support of video services	
	Maintain outside cable in support of video services	
	Troubleshoot outside cable in support of video services	

PARAGRAPH NUMBER	Title	Narrative Description
	Upgrade outside cable in support of video services	
C.5.3.5	**Radio Services and Support**	
	Project Planning and Management	
	The number of Radio Service or Support projects you plan, design, develop, test,	
	Install, Operate and Maintain Radio Services and Support	
	Install, test and submit for acceptance new or upgraded systems	
	Provide 'as built' documentation of system	Estimate the occurrences of as built documentation for new or upgraded installations of radio or microwave equipment. If this does not apply, enter "0".
	Resolve radio equipment problems	Estimate the number of times on the local unit you resolve radio, microwave, or console equipment problem. If this does not apply, enter "0".
	Move mobile equipment	Estimate the number of occurrences of moving mobile radios. If not applicable, enter "0".
	Add mobile equipment	Estimate the number of occurrences of adding mobile radios. If not applicable, enter "0".
	Change mobile equipment	Estimate the number of occurrences of changing mobile radios. If not applicable, enter "0".
	De-install mobile equipment	Estimate the number of occurrences of removing mobile radios. If not applicable, enter "0".
	Move base station equipment	Estimate the number moves base station radio and microwave equipment. This would include such items as new offices or stations, closed stations and seasonal station moves. If this does not apply, enter zero.
	Add base station equipment	Estimate the number of adding base station radio and microwave equipment. If this does not apply, enter zero.
	Change base station equipment	Estimate the number of changes to base station radio and microwave equipment. If this does not apply, enter zero.
	De-install base station equipment	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Move repeaters.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Add repeaters	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Change repeaters	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	De-install repeaters	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Move radio control consoles..	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Add radio control consoles.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Change radio control consoles.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	De-install radio control consoles.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Move data radios..	Estimate the number of moves of a data radio. This includes all radios that pass data, such as vehicle location, intrusion alarm, water flow or any radio that's sole purpose is to transmit data, video or alarms. If this does not apply, enter zero.
	Add data radios.	Estimate the number of adds of a data radio. This includes all radios that pass data, such as vehicle location, intrusion alarm, water flow or any radio that's sole purpose is to transmit data, video or alarms. If this does not apply, enter zero.
	Change data radios.	Estimate the number of changes of a data radio. This includes all radios that pass data, such as vehicle location, intrusion alarm, water flow or any radio that's sole purpose is to transmit data, video or alarms. If this does not apply, enter zero.
	De-install data radios.	Estimate the number of de-installs of a data radio. This includes all radios that pass data, such as vehicle location, intrusion alarm, water flow or any radio that's sole purpose is to transmit data, video or alarms. If this does not apply, enter zero.
	Move AM radios.	Estimate the number of moves of an AM radio. If this does not apply, enter zero.
	Add AM radios.	Estimate the number of adds of an AM radio. If this does not apply, enter zero.
	Change AM radios.	Estimate the number of changes of an AM radio. If this does not apply, enter zero.
	De-install AM radios.	Estimate the number of de-installs of an AM radio. If this does not apply, enter zero.
	Move FM radios.	Estimate the number of moves of a FM radio. If this does not apply, enter zero.
	Add FM radios.	Estimate the number of adds of a FM radio. If this does not apply, enter zero.
	Change FM radios.	Estimate the number of changes of a FM radio. If this does not apply, enter zero.
	De-install FM radios.	Estimate the number of de-installs of a FM radio. If this does not apply, enter zero.
	Move Public Service Broadcast or information radios.	Estimate the number of moves of a UHF radio. If this does not apply, enter zero.

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Add Public Service Broadcast or information radios.	Estimate the number of adds of Public Service Broadcast or information radios. If this does not apply, enter zero.
	Change Public Service Broadcast or information radios.	Estimate the number of changes of a UHF radio. If this does not apply, enter zero.
	De-install Public Service Broadcast or information radios.	Estimate the number of de-installs of a UHF radio. If this does not apply, enter zero.
	Move radio or microwave tower.	Estimate the number of moves of radio or microwave towers. If this does not apply, enter zero.
	Add radio or microwave tower.	Estimate the number of adds of radio or microwave towers. This would include such items as new office or station construction. If this does not apply, enter zero.
	Change radio or microwave tower.	Estimate the number of changes of radio or microwave towers. If this does not apply, enter zero.
	De-install radio or microwave tower.	Estimate the number of de-installs of radio or microwave towers. If this does not apply, enter zero.
	Move radio control over IP device.	Estimate the number of moves of any radio control over IP device. If this does not apply, enter zero.
	Add radio control over IP device.	Estimate the number of adds of any radio control over IP device. If this does not apply, enter zero.
	Change radio control over IP device.	Estimate the number of changes of any radio control over IP device. If this does not apply, enter zero.
	De-install radio control over IP device.	Estimate the number of de-installs of any radio control over IP device. If this does not apply, enter zero.
	Move terminating equipment (MUX)	Estimate the number of moves of terminating equipment (MUX). If this does not apply, enter zero.
	Add terminating equipment (MUX)	Estimate the number of adds of any terminating equipment (MUX). If this does not apply, enter zero.
	Change terminating equipment (MUX)	Estimate the number of changes of any terminating equipment (MUX). If this does not apply, enter zero.
	De-install terminating equipment (MUX)	Estimate the number of de-installs of any terminating equipment (MUX). If this does not apply, enter zero.
	Perform preventive maintenance on radio equipment	Estimate the number of occurrences of preventive maintenance on any radio, including portables, mobiles, base stations, repeaters, console or remote equipment, and microwave. Estimate actual work, not work you should do but cannot accomplish because of other restraints. If this does not apply, enter zero.
	Remove and reinstall mobile radios for vehicle replacement	Estimate the number of occurrences of removal and reinstallation of radio equipment due to vehicle replacement. If this does not apply, enter zero.

INDEX Communications

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	Enter the number of times radio, microwave console or other equipment is tested to confirm or establish its operating characteristics or tolerances. An example would be operating a piece of equipment to determine the effects of voltage or temperature change effects on performance. If this does not apply, enter zero.
	Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	Estimate the number of times any portable, mobile or fixed radio is programmed.
	Radio Equipment and Spectrum XXI Information System (IS) support	Install, operate, maintain, Land Mobile Radio (LMR) assets to include but not limited to AM, FM (HF, VHF, UHF) hand held, mobile, base station and repeater equipment, antenna's and antenna tower's. Install, maintain, and repair communications equipment associated with communications towers (tower climbing certification required).
	Power systems installed	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Power systems de-installed	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Power systems moved	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Tower inspections	Estimate the number of tower inspections per month. Remember that all towers are to be inspected before each climb and, as a minimum, on an annual basis.
	Replace tower lighting	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Request new frequency assignments.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Review existing frequency assignments (5-year update)	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Report frequency interference	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Interference cases investigated	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Interference cases resolved	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Gather and compile radio equipment contract requirements	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Assist in the development of radio contract solicitation	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER	Title	Narrative Description
	Assist in evaluation of solicitation bids	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER		CELRB			CELRC			CELRE			CELRH			CELRL			CELRN			CELRP			CELRD			CELRD TOTALS		
		FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																											
C.5.3.1	Wireless Voice and Data																											
	Project Planning and Management																											
	Studies Submitted	1	2	3	2	2	2				3	5	5	3	3	3	0	0	14	17	3	4				26	15	31
	Consults Provided	40	65	50	2	2	2				25	30	35	3	3	3	0	0	0	17	3	4				87	103	94
	Business Cases prepared	1	2	4	2	2	2				3	5	5	3	3	3	0	0	0	17	3	4				26	15	18
	Design's created and submitted	1	2	4	0	1	1				3	5	5	3	3	3	0	0	3	17	5	6				24	16	22
	Test's conducted	1	2	4	1	2	2				3	5	5	3	3	3	0	0	2	17	6	7				25	18	23
	Certification's completed	36	36	40	0	0	1				240	240	240	3	3	3	0	0	3	17	4	6				296	283	293
	Project's created and submitted	1	2	3	1	1	2				3	5	5	3	3	3	0	0	3	17	4	4				25	15	20
	Wireless Voice and Data Services																											
	Routers installed	0	0	2	0	0	1	0	0	0	2	2	10	0	0	0	0	0	3	0	0	0	0	0	0	2	2	16
	Routers configured	0	0	2	0	0	1	0	0	0	2	2	10	0	0	0	0	0	3	0	0	0	0	0	0	2	2	16
	Routers deinstalled	0	0	0	0	0	0	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2	4
	AP activated	0	0	2	1	0	1	0	0	0	2	2	10	100	200	200			3	0	0	0	0	0	0	103	202	216
	AP configured	0	0	2	1	0	1	0	0	0	2	2	10	100	200	200			3	0	0	0	0	0	0	103	202	216
	AP deactivated	0	0	1	0	0	0	0	0	0	2	2	2	100	200	200	0	0	0	0	0	0	0	0	0	102	202	203
	Pagers activated	0	4	4	5	5	1	8	9	9	1	1	1	40	2	5	17	7	0	21	0	0	8	9	9	100	37	29
	Pagers deactivated	0	35	4	0	0	4	0	0	0	1	1	1	0	23	5	21	5	5	2	6	4	0	0	0	24	70	23
	Mobile satellites activated	0	0	2	0	1	1	3	4	4	1	0	2	0	0	0	0	0	0	0	0	0	3	4	4	7	9	13
	Mobile satellites deactivated	0	0	0	0	1	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
	Cellular telephone activated	24	57	12	70	85	60	11	47	22	33	25	98	100	100	100	1	4	3	149	15	17	11	47	22	399	380	334
	Cellular telephone deactivated	5	54	14	60	70	85	0	0	12	98	33	25	100	100	100	63	13	24	0	2	0	0	0	12	326	272	272
	PDA activated	6	5	6	0	5	10	10	14	12	35	51	75	0	28	5	6	4	7	3	2	2	10	14	12	70	123	129
	PDA deactivated	0	4	6	0	0	1	0	4	6	0	5	2	0	0	0	1	4	3	0	0	0	0	4	6	1	21	24
	GPS activated	0	0	0	2	1	1	0	0	0	20	24	25	0	0	0	0	0	0	4	1	6	0	0	0	26	26	32
	GPS configured	0	0	0	2	1	1	0	0	0	20	24	25	0	0	0	0	0	0	4	6	2	0	0	0	26	31	28
	GPS deactivated	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Microwave radio activated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (digital)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	1	1
	Microwave radio configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (digital)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	10	2	2	0	0	0	10	3	2
	Microwave radio deactivated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2		0	0	0	0	0	0	2	2	0
	Microwave radio deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	4
	Microwave repeater installed (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (digital)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Microwave repeater configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (digital)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Microwave repeater deactivated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Ref	Item																												
	Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	50	65	65	100	110	120	0	0	0	0	0	0	0	0	0				14	4	2	0	0	0	164	179	187
	Work Orders completed	7	20	14	100	110	120	0	0	0	0	0	0	0	0	0				14	4	2	0	0	0	121	134	136
	Add wireless data network component	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	14	0	0	0	0	0	0	1	1	16
	Remove wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move wireless data network component	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	2	0	3
	Upgrade software wireless data network component	6	5	14	1	1	2	0	16	24	0	0	0	0	0	0	0	0	0	6	4	10	0	16	24	13	42	74
	Upgrade hardware wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	0	0	0	2	4
	Replace failed parts on wireless data network component	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	0	0	0	2	3	2
	Modify configuration of wireless data network component	6	5	14	1	1	2	0	23	48	0	0	0	0	0	0	0	0	10	0	2	2	0	23	48	7	54	124
	Troubleshoot wireless data network component	6	14	10	1	1	2	36	40	60	0	0	0	0	0	0	0	0	14	2	2	2	36	40	60	81	97	148
	Contact technical support for wireless data network component	3	2	4	1	1	2	9	25	48	0	0	0	0	0	0	0	0	2	2	1	2	9	25	48	24	54	106
	Add wireless data network component	1	1	6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	3	1	2	2	0	0	0	3	4	13
	Provide modified documentation	1	1	2	0	1	1	0	2	12	0	0	0	0	0	0	0	0	1	3	4	3	0	2	12	4	10	31
	Provide unique service	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0	1	1	2	0	0	0	1	1	2
C.5.3.2	**Voice Services (wired)**																											
	A Project Completed																											
	Replacement Plan for Wired Voice equipment Developed	3	4	5	2	2	2	15	18	14	6	6	6	15	15	2	0	0	0	124	88	56	15	18	14	180	151	99
	Develop Plans	2	2	5	1	1	1	16	31	36	19	1	1	15	15	2	0	0	0	121	88	55	16	31	36	190	169	136
	Develop Estimates	2	3	2	2	2	2	16	31	36	6	6	6	15	15	2	0	0	0	128	88	55	16	31	36	185	176	139
	Review submitted projects	2	3	4	2	2	2	16	31	36	17	6	6	15	15	2	12	12	12	121	88	53	16	31	36	201	188	151
	Perform Risk assessment	1	2	3	0	0	1	0	0	0	24	6	6	0	0	0	0	0	0	4	5	3	0	0	0	29	13	13
	Prepare documents for changes	13	15	17	2	2	2	7	10	12	25	7	7	0	0	0	0	0	0	4	5	3	7	10	12	58	49	53
	Test and evaluate plans	12	12	17	2	2	2	7	10	12	25	7	7	0	0	0	0	0	0	4	5	3	7	10	12	57	46	53
	Perform backup	6	8	8	5	5	5	12	12	12	25	7	7	0	0	0	0	0	0	4	5	3	12	12	12	64	49	47
	A Device and Service Provided																											
	Circuits troubleshot and troubles cleared	2	2	4	25	15	15	53	71	96	25	25	25	500	500	500	240	240	240	231	112	192	53	71	96	1129	1036	1168
	Voice Circuit Installed	2	4	7	2	2	2	15	18	3	19	1	1	50	50	50	24	24	24	182	129	125	15	18	3	309	246	215
	Voice Circuit Upgraded	2	1	11	0	0	0	0	0	0	3	3	3	0	0	0	0	0	0	86	100	94	0	0	0	91	104	108
	Voice Circuit Disconnected	0	0	0	2	2	2	0	0	0	0	0	2	30	30	30	24	24	24	0	0	0	0	0	0	56	56	58
	ISDN Circuit requested to be installed	0	0	0	2	2	0	9	6	2	6	0	0	3	0	0	0	0	0	0	0	0	9	6	2	29	14	4
	ISDN Circuit requested to be disconnected	0	0	0	0	2	0	0	0	0	350	50	2	0	0	0	0	0	0	0	0	0	0	0	0	350	52	2
	DSL Circuit requested to be installed	0	3	7	1	0	1	0	3	8	0	1	1	0	0	0	0	0	0	0	0	0	0	3	8	1	10	25
	DSL Circuit Requested to be Disconnected	0	0	2	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
	Cable Modem requested to be installed	0	2	6	1	0	1	0	0	0	1	1	1	0	2	5	0	0	0	0	0	0	0	0	0	2	5	13
	DSL Circuit Requested to be Disconnected	0	0	2	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3
	Telephone service added	32	37	47	250	20	20	72	152	120	804	120	60	100	150	150	48	48	48	170	138	106	72	152	120	1548	817	671

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Telephone Service Moved	46	51	50	400	80	80	63	169	60	60	60	60	100	150	150	96	48	48	336	343	256	63	169	60	1164	1070	764
Telephone Service Changed	46	55	58	250	30	30	96	154	154	120	120	120	100	150	150	48	48	48	298	270	229	96	154	154	1054	981	943
Telephone Service Deleted	18	22	26	50	10	10	21	0	35	804	24	24	100	150	150	48	48	48	2	60	3	21	0	35	1064	314	331
Voicemail account moved	46	55	59	400	50	50	96	154	154	12	12	12	50	900	900	48	48	48	75	125	50	96	154	154	823	1498	1427
Voicemail account added	30	37	47	15	20	20	26	48	48	750	96	96	50	75	75	48	48	48	75	125	50	26	48	48	1020	497	432
Voicemail account Changed	5	8	10	50	50	50	96	154	154	120	60	60	50	75	75	24	24	24	75	125	50	96	154	154	516	650	577
Voicemail account De-installed	3	7	8	25	0	5	0	0	60	410	60	60	50	75	75	12	12	12	75	125	50	0	0	60	575	279	330
Voicemail Menu Created	4	7	10	1	1	1	0	0	60	15	5	5	25	25	25	0	0	0	75	125	50	0	0	60	120	163	211
Voicemail Menu Modified	2	3	2	1	1	1	0	0	60	15	5	5	25	25	25	0	0	0	75	125	50	0	0	60	118	159	203
Voicemail System Backed Up	36	36	48	2	2	2	0	0	12	365	365	365	52	52	52	48	48	48	365	365	365	0	0	12	868	868	904
Switchboard Operator Calls Processed (District HQ)	800	850	900	19500	19500	19500	0	0	0	0	0	0	0	0	0	0	0	0	3800	4890	3500	0	0	0	24100	25240	23900
Audio Conference Bridge Modified	25	26	35	0	0	0	8	9	12	1	1	1	0	0	0	0	0	0	86	88	86	8	9	12	128	133	146
PBX or Key System Installed	3	4	5	0	2	1	0	0	0	6	6	6	15	15	2	2	8	2	365	365	365	0	0	0	391	400	381
Preventative maintenance on a PBX or Key system performed	12	12	12	2	2	2	12	12	12	2	2	2	150	300	300	2	2	2	1013	1018	978	12	12	12	1205	1360	1320
PBX or Key System backup performed	6	6	6	5	5	5	0	0	0	365	365	365	364	364	364	48	48	48	844	956	839	0	0	0	1632	1744	1627
Problem on a PBX or Key System Resolved	4	3	6	100	100	100	24	24	0	12	12	12	100	60	60	4	4	4	844	956	839	24	24	0	1112	1183	1021
PBX or Key System Program Change made	4	5	6	400	80	80	48	48	0	120	120	120	350	400	400	48	48	48	365	365	365	48	48	0	1383	1114	1019
Call accounting system Managed	14	15	20	1	1	1	12	12	0	0	0	0	300	350	350	0	0	0	6	6	6	12	12	0	345	396	377
Call Accounting Report generated	15	15	18	0	0	0	12	12	0	12	12	12	50	50	50	0	0	0	365	365	365	12	12	0	466	466	445
Backup of the call accounting system	12	12	12	0	0	0	0	0	0	0	0	0	364	364	364	0	0	0	210	186	150	0	0	0	586	562	526
Outside cable plant installed	3	5	3	200	3	1	0	0	0	276	42	42	15	15	2	12	12	12	145	145	125	0	0	0	651	222	185
Outside cable plant Maintained	3	3	5	200	10	10	0	0	0	50	50	50	0	0	0	48	48	48	239	85	202	0	0	0	540	196	315
Outside cable plant Troubleshot	3	2	5	20	10	10	0	0	0	6	6	6	0	0	11	48	48	48	172	135	103	0	0	0	249	201	183
Outside cable plant Upgraded	2	3	4	250	20	20	0	0	0	25	50	50	0	0	11	12	12	12	290	251	224	0	0	0	579	336	321
Inside cable plant installed	5	8	9	400	25	25	60	207	60	118	84	84	15	15	2	48	48	48	305	293	231	60	207	60	1011	887	519
Inside cable plant Maintained	7	9	9	250	50	50	0	0	0	112	112	112	0	0	0	48	48	48	571	399	306	0	0	0	988	618	525
Inside cable plant Troubleshot	7	10	8	200	100	100	26	50	60	24	24	24	0	0	0	48	48	48	144	102	90	26	50	60	475	384	390
Inside cable plant Upgraded	3	8	10	0	0	0	0	0	0	84	84	84	0	0	0	24	24	24	115	99	81	0	0	0	226	215	199
Documentation of Alterations to Communications Infrastructure	2	3	7	1	1	1	0	0	0	60	60	60	300	350	350	48	48	48				0	0	0	411	462	466
C.5.3.3 Data Services Wired																											
Planning and Management of Projects																											
Develop network tactical, strategic, and project plans, including documentation.	2	3	6	5	2	2	0	0	0	2	1	2	20	26	5	0	0	0	2	4	3	0	0	0	31	36	18
Develop network design plans including cost estimates.	3	4	4	2	2	2	0	0	0	2	3	2	15	15	2	2	1	1	7	1	1	0	0	0	31	26	12

TECHNICAL EXHIBIT 2
Communications

Task																											
Review submitted projects, specifications and designs.	2	2	3	15	5	5	0	0	0	2	3	2	15	15	2	12	12	12	3	5	2	0	0	0	49	42	26
Perform risk assessments for planned changes	2	2	3	0	0	0	0	0	0	1	2	1	15	15	2	0	0	0	12	18	9	0	0	0	30	37	15
Prepare, plan and document planned configuration changes	5	6	6	25	15	15	8	32	25	2	2	2	2	2	2	0	0	0	12	18	9	8	32	25	62	107	84
Test and evaluate planned configuration changes.	4	6	8	25	15	15	12	7	12	4	4	4	2	2	2	0	0	0	12	18	9	12	7	12	71	59	62
Perform back-up of planned configuration change	3	6	8	2	2	2	12	12	12	4	4	4	1	1	1	0	0	0	12	18	9	12	12	12	46	55	48
Support Operate and Maintain																											
Troubleshoot and clear wired data circuit service problems	2	2	4	5	3	3	7	15	12	12	12	12	60	100	100	120	120	120	480	360	360	7	15	12	693	627	623
Install wired data circuits	2	2	3	2	2	2	0	0	0	19	37	1	8	7	2	15	1	0	0	2	2	0	0	0	46	51	10
Upgrade wired data circuits	1	0	2	0	3	0	0	0	0	19	37	1	0	0	15	0	1	0	42	1	5	1	0	0	63	42	23
Request Wired data circuits disconnect	0	0	2	1	0	1	0	0	0	20	40	3	8	7	2	0	0	0	0	1	0	0	0	0	29	48	8
Move Wired data circuits	0	2	2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4	2	3
Update and maintain Network documentation	240	240	240	100	100	50	0	5	5	1	1	1	12	12	12	0	0	0	18	12	12	0	5	5	371	375	325
Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	2	1	3	0	1	2	3	5	8	3	2	55	8	7	2	0	0	0	45	3	2	3	5	8	64	24	80
Remove routers from your network	3	1	1	0	1	2	0	0	8	6	1	0	8	7	2	0	0	0	46	0	0	0	0	8	63	10	21
Move routers on your network	1	2	2	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3
Upgrade the software on your routers	2	2	4	1	1	8	0	27	18	120	120	120	2	2	2	1	0	0	90	135	90	0	27	18	216	314	260
Upgrade the hardware on your routers	1	1	2	0	0	1	0	0	0	60	1	1	0	0	0	0	0	0	0	0	45	0	0	0	61	2	49
Replace failed hardware components on your routers	1	1	1	1	0	1	3	5	4	6	6	6	5	5	5	0	0	0	1	1	2	3	5	4	20	23	23
Modify the configuration of the routers on your network	2	2	3	1	3	3	15	7	10	220	220	220	5	5	5	2	2	2	90	180	90	15	7	10	350	426	343
Troubleshoot router problems	2	2	3	5	5	5	4	5	5	10	10	10	25	25	25	24	24	24	20	6	8	4	5	5	94	82	85
Contact technical support for router problems	2	2	2	1	1	10	4	5	5	5	5	5	0	0	0	0	0	0	2	1	1	4	5	5	18	19	28
Perform preventive maintenance on routers	1	1	2	1	1	5	0	0	0	60	60	60	0	0	0	0	0	0	0	0	0	0	0	0	62	62	67
Add switches to your network (layer 2 and 3 switches)	2	2	3	15	10	10	8	4	8	0	10	3	0	1	1	2	2	2	0	0	5	8	4	8	35	33	40
Remove switches from your network	0	0	2	5	5	5	0	0	10	0	0	0	0	0	0	2	0	0	0	0	9	0	0	10	7	5	36
Move switches on your network	0	0	2	50	20	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	50	20	17
Upgrade the software on your switches	3	2	3	0	0	15	0	27	27	35	35	35	2	2	2	0	0	0	1	1	12	0	27	27	41	94	121
Upgrade the hardware on your switches	0	0	2	10	5	5	0	0	0	0	10	2	2	2	2	0	0	0	0	0	0	0	0	0	12	17	11
Replace failed hardware components on your switches	1	0	2	2	2	2	0	0	0	9	9	9	2	2	2				0	0	0	0	0	0	14	13	15
Modify the configuration of the switches on your network	3	2	3	20	15	15	10	11	11	5	5	5	2	2	2				0	0	0	10	11	11	50	46	47

Task																											
Troubleshoot switch problems	20	24	24	10	5	5	6	7	7	10	10	10	12	12	12				0	0	0	6	7	7	64	65	65
Contact technical support for switch problems	3	4	5	1	1	1	6	7	7	10	10	10	4	4	4				2	2	2	6	7	7	32	35	36
Perform preventive maintenance on switches	3	3	3	30	30	30	0	0	0	10	10	10	2	2	2				0	0	0	0	0	0	45	45	45
Add hubs to your network	2	2	3	5	1	1	7	8	8	5	5	5	5	5	5				8	6	6	7	8	8	39	35	36
Remove hubs from your network	3	2	3	10	1	1	0	6	28	6	6	6	5	5	5				2	2	2	0	6	28	26	28	73
Move hubs on your network	0	0	0	10	1	1	0	12	0	0	0	0	4	4	4				2	2	2	0	12	0	16	31	7
Upgrade the software on your hubs	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	1	1	1
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	0	0	0	0	0	0	0	0	0	3	3	3	5	5	5				0	0	0	0	0	0	8	8	8
Modify the configuration on the hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0
Troubleshoot hub problems	0	0	0	5	3	3	0	12	0	5	5	5	5	5	5				10	10	10	0	12	0	25	47	23
Contact technical support for hub problems	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	1	1
Perform preventive maintenance on hubs	0	0	0	0	0	0	0	0	0	100	100	100	1	1	1				0	0	0	0	0	0	101	101	101
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	1	1	2	3	2	2	3	2	8	20	30	5	7	8	2	1	1	1	3	0	0	3	2	8	41	46	28
Remove DSU/CSU from your network	0	0	0	3	2	2	0	0	8	20	30	5	7	8	2	0	0	0	3	0	0	0	0	8	33	40	25
Move DSU/CSU on your network	0	0	0	5	1	1	1	0	9	6	0	3	0	0	0	0	0	0	0	0	0	1	0	9	13	1	22
Upgrade the software on your DSU/CSU	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	18
Upgrade your DSU/CSU	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	1	0	0	0	0	0	0	0	9	1	0	18
Replace failed DSU/CSU	1	1	2	0	0	0	0	0	0	6	6	0	5	5	5	0	0	0	0	0	0	0	0	0	12	12	7
Modify the configuration on DSU/CSU	0	0	0	0	0	0	0	0	9	6	6	6	5	5	5	0	0	0	0	0	0	0	0	9	11	11	29
Troubleshoot DSU/CSU problems	2	2	3	3	2	2	0	0	9	144	144	144	60	100	100	0	0	0	4	2	2	0	0	9	213	250	269
Contact technical support for DSU/CSU problems	2	2	3	3	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	4	5
Add CODEC's to your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	5	0	0	0	2	5	5
Remove CODEC's from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move CODEC'S on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0	2	3
Upgrade the hardware on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the CODEC'S on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot CODEC'S problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	2
Contact technical support for CODEC'S problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Perform preventive maintenance on CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add sensors to your network	0	0	0	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Remove sensors from your network	0	0	0	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Move sensors on your network	0	0	2	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3
Upgrade the software on your sensors	0	0	3	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4
Upgrade the hardware on your sensors	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Replace failed hardware components on your sensors	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Modify the configuration of the sensors on your network	0	0	2	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	12	12	14
Troubleshoot sensor problems	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Contact technical support for sensor problems	0	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Perform preventive maintenance on sensors	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Add monitors/displays to your network	3	4	4	3	0	1	0	0	0	1	3	0	7	0	16	0	1	0	0	0	9	0	0	0	14	8	30
Remove monitors/displays from your network	4	3	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
Move monitors/displays on your network	1	2	4	50	50	50	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	51	53	55
Upgrade the software on your monitors/displays	1	1	4	2	1	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	4	3	6
Upgrade the hardware on your monitors/displays	0	0	0	3	1	1	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	3	1	5
Replace failed hardware components on your monitors/displays	0	0	0	0	3	3	0	0	0	0	0	1	0	0	7	0	0	0	0	0	0	0	0	0	0	3	11
Modify the configuration of the monitors/displays on your network	0	0	0	5	50	50	0	0	0	5	5	5	60	60	60	0	0	0	0	0	0	0	0	0	70	115	115
Troubleshoot monitors/displays problems	5	4	5	5	10	10	0	0	0	5	5	5	0	2	2	0	0	0	0	0	1	0	0	0	15	21	23
Contact technical support for monitors/displays problems	3	3	4	5	10	10	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	9	14	15
Perform preventive maintenance on monitors/displays	0	0	0	0	0	0	0	0	0	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0	10	10	10
Add video input device to your network				3	0	2	0	0	0	0	3	2	1	0	60	0	1	1	0	9	85	0	0	0	4	13	150
Remove video input device from your network	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0
Move video input device on your network	0	0	0	3	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3	0	3
Upgrade the software on your video input device	0	0	0	3	0	2	0	0	0	1	1	1	0	0	2	0	0	0	0	4	18	0	0	0	4	5	23
Upgrade the hardware on your video input device	0	0	0	1	1	1	0	0	0	0	3	2	0	0	8	0	0	0	0	0	0	0	0	0	1	4	11
Replace failed hardware components on your video input device	0	0	0	0	2	0	0	0	0	1	1	1	0	0	0	0	0	0	0	4	12	0	0	0	1	7	13
Modify the configuration of the video input device on your network	0	0	0	5	0	5	0	0	0	1	3	2	60	60	60	0	0	0	0	4	18	0	0	0	66	67	85

Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Troubleshoot video input device problems	0	0	0	5	5	5	0	0	0	1	1	1	0	4	16	0	0	0	0	5	12	0	0	0	6	15	34
Contact technical support for video input device problems	0	0	0	5	5	5	0	0	0	1	1	1	0	0	0	0	0	0	0	0	1	0	0	0	6	6	7
Perform preventive maintenance on video input device	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	2	3	4	0	0	1	12	17	17	0	0	0				2	2	2	0	0	0	12	17	17	28	39	41
Remove faxes from your network	2	3	4	0	0	0	9	17	17	1	0	0	0	0	0	0	0	0	0	0	0	9	17	17	21	37	38
Move faxes on your network	0	4	4	0	0	0	0	18	18	1	0	0	0	0	0	0	0	0	0	0	0	0	18	18	1	40	40
Upgrade the software on your faxes	2	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3
Replace failed hardware components on your faxes	1	2	3	2	2	2	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	4	5
Modify the configuration of the faxes on your network	2	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	12	12	13	15	15
Troubleshoot fax problems	2	3	4	5	5	5	11	12	12	3	0	0	0	0	0	3	3	3	0	0	0	0	0	0	24	23	24
Contact technical support for fax problems	2	2	3	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	4
Perform preventive maintenance on faxes	2	3	4	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	4
Perform preventive maintenance on emergency wired data network components	1	2	2	1	1	1	0	0	0	2	2	2	0	0	0	0	0	0	1	2	2	0	0	0	5	7	7
Add other types of wired data network components	0	0	0	5	5	5	90	315	120	6	6	6	0	0	0	0	0	0	45	36	24	90	315	120	236	677	275
Remove other types of wired data network components	0	0	0	5	0	2	90	315	120	0	0	0	0	0	0	0	0	0	30	25	20	90	315	120	215	655	262
Move other types of wired data network components	0	0	0	20	10	10	90	315	120	0	0	0	0	0	0	0	0	0	10	12	224	90	315	120	210	652	474
Upgrade software on other types of wired data network components	0	0	0	15	10	10	0	0	0	2	2	2	0	0	0	0	0	0	4	6	6	0	0	0	21	18	18
Upgrade hardware on other types of wired data network components	0	0	0	0	0	0	0	0	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0	6	6	6
Replace failed parts on other types of wired data network components	0	0	0	1	1	1	0	0	0	2	2	2	0	0	0	0	0	0	6	6	6	0	0	0	9	9	9
Modify configuration of other types of wired data network components	0	0	0	15	15	15	0	0	0	6	6	6	0	0	0	0	0	0	6	6	6	0	0	0	27	27	27
Troubleshoot other types of wired data network components	0	0	0	20	20	20	0	0	0	6	6	6	0	0	0	0	0	0	15	20	15	0	0	0	41	46	41
Contact technical support for other types of wired data network components	0	0	0	0	2	1	0	0	0	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0	10	12	11
Perform preventive maintenance on other types of wired data network components	0	0	0	30	30	30	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	32	32	32

	Provide modified documentation after new installs/upgrades for other types of wired data network components	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	0	0	0	2	3	2
	Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		52	104	0	0	0	0	52	104
	Provide user training for wired data services	1	1	2	50	50	50	0	0	0	5	5	5	0	0	0				0	0	0	0	0	0	56	56	57
	Number of help desk requests in support of wired data services	2	2	3	100	100	100	20	22	22	0	0	0	520	520	520				90	100	120	20	22	22	752	766	787
	Install inside cable in support of wired data services	4	3	4	400	50	50	90	315	120	8	11	11	25	25	25	24	24	24	45	16	200	90	315	120	686	759	554
	Maintain inside cable in support of wired data services	2	3	4	200	50	50	0	0	0	112	112	112	100	100	100	24	24	24	48	12	12	0	0	0	486	301	302
	Troubleshoot inside cable in support of wired data services	2	3	3	100	50	50	20	22	22	24	24	24	150	150	150	24	24	24	4	6	24	20	22	22	344	301	319
	Upgrade inside cable in support of wired data services	1	2	3	0	0	0	90	315	120	3	3	3	0	0	0	24	24	24	0	0	0	90	315	120	208	659	270
	Install outside cable in support of wired data services	1	1	3	5	5	5	90	315	120	1	2	1	5	3	5	3	3	3	6	2	2	90	315	120	201	646	259
	Maintain outside cable in support of wired data services	1	2	3	5	5	5	0	0	0	50	50	50	3	3	3	24	24	24	0	0	0	0	0	0	83	84	85
	Troubleshoot outside cable in support of wired data services	2	3	3	5	5	5	0	0	0	3	3	3	12	12	12	24	24	24	2	1	2	0	0	0	48	48	49
	Upgrade outside cable in support of wired data services	2	2	3	1	1	1	0	0	0	1	2	2	0	0	6	3	3	3	0	0	0	0	0	0	7	8	15
C.5.3.4.	**VTC/Video Services**																											
	Project Planning and Management																											
	A Project Completed	0	1	1	0	0	1	0	0	0	3	3	1	0	0	0	1	1	1	60	108	180	0	0	0	64	113	184
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	0	1	1	0	0	1	0	0	0	3	3	1	0	0	0	1	1	1	1	1	1	0	0	0	5	6	5
	Install, Operate and Maintain Video Teleconferencing Services																									0	0	0
	Process FTS requests for VTC service.	35	48	47	1	0	1	22	22	24	48	73	100	308	230	288	16	16	24	60	108	180	22	22	24	512	519	688
	Process FTS Disconnect Orders for VTC services.	0	0	0	1	0	0	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0
	Install Video Teleconferencing Equipment	2	2	1	0	0	1	6	2	0	2	1	1	0	0	0	1	1	1	1	2	3	6	2	0	18	10	7
	Resolve problems with Video Teleconferencing Equipment	3	2	3	5	5	5	0	0	0	5	2	1	30	23	28	4	6	7	5	5	5	0	0	0	52	43	49
	Perform PM on Video Teleconferencing Equipment	4	3	4	1	1	1	0	0	0	2	5	5	0	0	0	2	2	2	16	16	16	0	0	0	25	27	28

Description																											
De-install Video Teleconferencing Equipment	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	0	0	0	0	1	1	4
Resolve desktop video teleconferencing equipment problems	0	0	0	2	0	0	0	0	0	1	1	1	0	0	0	1	3	12	0	2	2	0	0	0	4	6	15
Move video teleconferencing equipment or services	0	1	1	2	0	0	6	2	6	1	4	4	156	120	144	0	1	1	60	108	204	6	2	6	231	238	366
Add video teleconferencing equipment or services	1	0	1	0	0	1	6	2	6	1	1	1	0	0	0	0	1	1	0	1	1	6	2	6	14	7	17
Change video teleconferencing equipment or services, including configuration modification.	1	1	2	1	0	1	0	0	0	4	1	1	0	0	0	3	2	3	0	0	0	0	0	0	9	4	7
Delete video teleconferencing equipment or services	0	0	0	0	0	0	0	0	0	12	1	1	0	0	0	0	0	2	0	0	0				12	1	3
Provide user training for video teleconferencing equipment or services	1	1	2	1	1	1	2	0	0	10	10	10	0	0	0	14	13	17	4	4	4	2	0	0	34	29	34
Move CCTV equipment or services	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	1	0	4
Add CCTV equipment or services	0	2	1	1	0	0	0	3	0	0	0	1	0	0	0	0	0	1	3	6	10	0	3	0	4	14	13
Change CCTV equipment or services	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	3	3	6	10	0	0	0	4	8	15
Delete CCTV equipment or services	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	2	3
Move surveillance systems equipment or services	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	3
Add surveillance systems equipment or services	0	0	1	1	1	0	0	0	0	0	9	47	0	0	11	0	0	2	3	6	10	0	0	0	4	16	71
Change surveillance systems equipment or services	0	0	1	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	3	6	10	0	0	0	3	6	20
Delete surveillance systems equipment or services	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Move streaming video equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0	0	0	0	0	0	2	2	3
Add streaming video equipment	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	0	0	0	0	1	1	4
Change streaming video equipment	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3
Delete streaming video equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Requests for video capture	0	0	1	15	15	15	0	0	0	12	12	14	24	48	48	3	5	5	15	25	40	0	0	0	69	105	123
Requests for video archive	4	5	8	10	10	10	0	0	0	2	2	4	6	12	12	4	4	4	25	30	40	0	0	0	51	63	78
Number of help desk requests in support of Video services	45	52	60	80	80	80	22	22	24	100	125	175	0	0	0	6	5	6	8	10	10	22	22	24	283	316	379
Instances of unique applications related to video services	2	3	5	3	3	3	0	0	0	0	0	4	1	1	2	12	12	12	0	0	0	0	0	0	18	19	26
Install inside cable in support of video services	2	1	3	20	2	2	6	2	0	0	0	0	1	0	1	3	3	5	2	5	8	6	2	0	40	15	19
Maintain inside cable in support of video services	2	1	3	20	2	2	0	0		9	9	9	0	0	0	4	4	5	2	5	8	0	0	0	37	21	27
Troubleshoot inside cable in support of video services	2	1	3	5	5	5	0	0	0	3	3	3	0	0	0	4	4	5	2	5	8	0	0	0	16	18	24
Upgrade inside cable in support of video services	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	3	3	6	0	0	0	0	0	0	3	5	8

	Install outside cable in support of video services	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	3	3	4	0	0	0	0	0	0	5	4	5
	Maintain outside cable in support of video services	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	3	4	5	0	0	0	0	0	0	5	5	6
	Troubleshoot outside cable in support of video services	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0	3	3	4	0	0	0	0	0	0	5	4	5
	Upgrade outside cable in support of video services	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	2	4	0	0	0	0	0	0	2	2	5
C.5.3.5	**Radio Services and Support**																											
	Project Planning and Management																											
	The number of Radio Service or Support projects you plan,	2	2	2		7	0	0	0	0	2	20	2	0	30	0	0	0	0	16	10	5	0	0	0	20	69	9
	Install, Operate and Maintain Radio Services and Support																											
	Install, test and submit for acceptance new or upgraded systems	1	3	4	1	7	1	0	0	0	4	2	4	0	30	0	0	0	0	16	10	5	0	0	0	22	52	14
	Provide 'as built' documentation of system	1	2	4	0	0	0	0	0	0	0	0	0	0	30	0	0	0	0	16	10	5	0	0	0	17	42	9
	Resolve radio equipment problems	2	4	4	1	7	4	0	0	0	96	194	100	100	100	100	51	35	24	5	6	6	0	0	0	255	346	238
	Move mobile equipment	2	3	4	0	1	1	0	0	0	6	4	0	0	0	0	24	52	24	6	5	6	0	0	0	38	65	35
	Add mobile equipment	0	0	37	0	1	0	0	0	0	0	87	15	0	0	0	0	0	0	8	3	5	0	0	0	8	91	57
	Change mobile equipment	0	0	0	0	1	0	0	0	0	0	87	16	47	70	0	0	0	0	8	5	7	0	0	0	55	163	23
	De-install mobile equipment	0	0	24	0	0	0	0	0	0	4	2	0	47	70	0	0	0	0	27	35	30	0	0	0	78	107	54
	Move base station equipment	3	0	1	0	2	0	0	0	0	0	8	6	0	0	0	0	0	0	15	4	6	0	0	0	18	14	13
	Add base station equipment	3	1	5	0	2	0	0	0	0	0	18	4	0	0	0	0	0	0	16	10	5	0	0	0	19	31	14
	Change base station equipment	0	0	0	0	2	0	0	0	0	0	38	0	2	23	0	24	52	0	13	8	10	0	0	0	39	123	10
	De-install base station equipment	0	0	1	0	2	0	0	0	0	4	20	4	2	23	0	0	0	0	16	10	5	0	0	0	22	55	10
	Move repeaters.	0	0	0	1	0	0	0	0	0	2	4	2	0	0	0	0	0	0			1	0	0	0	3	4	3
	Add repeaters	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0
	Change repeaters	0	0	0	0	1	0	0	0	0	0	15	0	0	6	0	0	19	0			1	0	0	0	0	41	1
	De-install repeaters	0	0	1	1	0	0	0	0	0	0	1	0	15	6	0	0	0	0	0	0	0	0	0	0	16	7	1
	Move radio control consoles..	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	6	8	0			5	0	0	0	8	8	5
	Add radio control consoles.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	5
	Change radio control consoles.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	48	0	7	5	2	0	0	0	7	53	2
	De-install radio control consoles.	0	0	0	1	0	0	0	0	0	9	1	0	0	0	0	0	48	0	0	0	3	0	0	0	2	57	3
	Move data radios..	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
	Add data radios.	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	22	6	2	0	0	0	23	7	2
	Change data radios.	0	0	0	0	0	0	0	0	0	0	0	0	68	68	0	0	0	0	1	1	4	0	0	0	69	69	4
	De-install data radios.	0	0	0	0	0	0	0	0	0	0	0	0	68	68	0	0	0	0	0	2	1	0	0	0	68	70	1
	Move AM radios.	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
	Add AM radios.	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Change AM radios.	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	8	0	0	0	0	0	0	0	0	8	2
	De-install AM radios.	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Move FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	6	0	0	0	3	2	6
	Add FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	10	5	0	0	0	16	10	5
	Change FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	10	5	0	0	0	16	10	5
	De-install FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	16	5	0	0	0	10	16	5
	Move Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Add Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move radio or microwave tower.	0	0	0	0	0	0	0	0	0	1	2	0	15	0	0	0	0	1	0	0	0	0	0	0	16	2	1
Add radio or microwave tower.	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	1
Change radio or microwave tower.	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0
De-install radio or microwave tower.	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Move radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Change radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move terminating equipment (MUX)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add terminating equipment (MUX)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change terminating equipment (MUX)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
De-install terminating equipment (MUX)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Perform preventive maintenance on radio equipment	0	0	0	0	3	2	0	0	0	0	0	0	30	30	30	195	195	195	6	2	5	0	0	0	231	230	232
Remove and reinstall mobile radios for vehicle replacement	2	1	11	0	0	0	0	0	0	0	4	2	47	70	0	27	27	27	27	35	30	0	0	0	103	137	70
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	0	0	37	0	12	12	0	0	0	4	6	6	30	30	30	195	195	195	0	0	0	0	0	0	229	243	280
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	0	0	37	0	2	2	0	0	0	0	237	200	30	30	30	34	34	34	33	61	274	0	0	0	97	364	577
Radio Equipment and Spectrum XXI Information System (IS) support																											
Power systems installed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Power systems de-installed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Power systems moved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tower inspections	1	1	1	0	0	0	0	0	0	9	10	4	30	30	30	36	36	36	0	0	0	0	0	0	76	77	71
Replace tower lighting	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	9	9	9	5	4	4	0	0	0	14	14	13
Request new frequency assignments.	0	0	2	0	0	0	0	0	0	0	20	6	0	0	0	2	5	0	0	0	0	0	0	0	2	25	8
Review existing frequency assignments (5-year update)	3	3	3	0	0	0	2	2	2	0	250	120	30	30	30	12	48	48	0	66	27	2	2	2	49	401	232

Report frequency interference	0	0	0	0	0	0	0	0	0	6	8	4	0	0	0	0	0	0	0	1	1	0	0	0	6	9	5
Interference cases investigated	0	0	0	0	0	0	2	0	0	26	17	20	0	0	0	0	0	0	0	1	1	2	0	0	30	18	21
Interference cases resolved	0	0	0	0	0	0	2	0	0	20	17	20	0	0	0	0	0	0			2	0	0		24	17	20
Gather and compile radio equipment contract requirements	0	6	3	2	2	2	0	0	0	0	6	1	0	0	0	0	0	0	0	1	1	0	0	0	2	15	7
Assist in the development of radio contract solicitation	0	6	3	0	0	0	0	0	0	2	3	1	0	30	0	5	5	5	0	0	0	0	0	0	7	44	9
Assist in evaluation of solicitation bids	0	1	1	0	0	0	0	0	0	0	2	0	0	30	0	8	8	8	0	0	0	0	0	0	8	41	9

PARAGRAPH NUMBER		CEMVK			CEMVM			CEMVN			CEMVP			CEMVR			CEMVS			CEMVD			CEMVD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																								
C.5.3.1	Wireless Voice and Data																								
	Project Planning and Management																								
	Studies Submitted	4	5	6	12	12	15				26	38	40	20	25	30	4	2	3	0	0	0	66	82	94
	Consults Provided	1044	1044	1044	6	6	6	0	0	0	26	38	40	20	30	40	4	2	3	0	0	0	1100	1120	1133
	Business Cases prepared	0	2	2	6	6	6	0	0	0	0	0	0	0	2	1	4	2	3	0	0	0	10	12	12
	Design's created and submitted	4	4	4	6	6	6	0	0	0	0	0	0	1	2	1	4	2	3	0	0	0	15	14	14
	Test's conducted	60	60	60	4	9	12	0	0	0	0	0	0	0	0	0	4	2	3	0	0	0	68	71	75
	Certification's completed	310	322	360	0	0	0	0	0	0	39	44	60	0	0	1	16	14	15	39	44	60	404	424	496
	Project's created and submitted	4	5	6	0	0	0	0	0	0	0	0	0	0	3	2	4	2	3	0	0	0	8	10	11
	Wireless Voice and Data Services																								
	Routers installed	0	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	0	1	0	0	0	30	0	1
	Routers configured	0	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	2	2	0	0	0	30	2	2
	Routers deinstalled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	AP activated	12	8	10	0	0	0	0	0	0	6	5	3	30	0	0	2	8	4	0	0	0	50	21	17
	AP configured	36	36	36	0	0	0	0	0	0	6	5	0	30	0	0	2	8	4	0	0	0	74	49	40
	AP deactivated	12	6	6	0	0	0	0	0	0	2	12	0	0	0	0	0	0	0	0	0	0	14	18	6
	Pagers activated	4	1	2	8	4	2	0	0	0	0	0	0	0	0	0	0	10	4	4	1	2	16	16	10
	Pagers deactivated	11	11	4	6	3	1	34	38	18	11	8	3	10	0	0	0	35	8	11	11	4	83	106	38
	Mobile satellites activated	3	3	1	6	4	12	1	2	1	1	1	1	0	0	0	3	0	2	0	0	0	14	10	17
	Mobile satellites deactivated	1	1	1	5	6	8	0	0	0	1	1	1	0	0	0	1	0	1	0	0	0	8	8	11
	Cellular telephone activated	130	118	84	144	204	144	53	31	36	36	89	14	12	12	12	34	44	42	21	6	21	430	504	353
	Cellular telephone deactivated	63	74	31	12	24	3	64	31	37	11	82	10	0	0	0	34	44	42	9	8	11	193	263	134
	PDA activated	1	25	39	12	24	12	42	77	12	23	14	26	0	5	0	4	7	7	0	13	7	82	165	103
	PDA deactivated	0	0	4	0	24	0	0	32	8	5	13	22	0	0	0	0	2	4	0	4	1	5	75	39
	GPS activated	36	36	36	3	3	3	625	628	627	0	0	0	0	0	0	37	69	67	0	0	0	701	736	733
	GPS configured	108	108	108	3	3	3	626	628	627	0	0	0	0	0	0	161	327	325	0	0	0	898	1066	1063
	GPS deactivated	6	6	6	3	3	3	0	0	0	0	0	0	0	0	0	0	10	11	360	360	360	369	379	380
	Microwave radio activated (analog)	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
	Microwave radio activated (digital)	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0
	Microwave radio configured (analog)	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0
	Microwave radio configured (digital)	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0
	Microwave radio deactivated (analog)	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
	Microwave radio deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (analog)	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
	Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	240	264	204	360	360	360	1200	1176	1200	98	134	128	0	0	0	30	32	32	0	0	0	1928	1966	1924
	Work Orders completed	240	264	204	336	336	336	1200	1176	1200	98	134	128	0	0	0	30	32	32	0	0	0	1904	1942	1900
	Add wireless data network component	0	0	0	2	2	2	0	0	0	12	12	0	30	0	0	0	0	0	0	0	0	44	14	2
	Remove wireless data network component	0	0	0	0	0	0	0	0	0	0	24	0	0	0	0	0	0	0	0	0	0	0	24	0
	Move wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade software wireless data network component	0	0	0	2	2	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	4	4	2
	Upgrade hardware wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed parts on wireless data network component	0	0	0	1	12	12	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	14	12
	Modify configuration of wireless data network component	0	0	0	1	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	3	3	1
	Troubleshoot wireless data network component	0	0	0	1	1	1	0	0	0	12	12	0	0	2	0	0	0	0	0	0	0	13	15	1
	Contact technical support for wireless data network component	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Add wireless data network component	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Provide modified documentation	0	0	0	1	1	1	0	0	0	24	24	24	0	0	0	0	0	0	0	0	0	25	25	25
	Provide unique service	0	0	0	0	0	0	36	47	57	0	0	0	0	0	0	0	0	0	0	0	0	36	47	57
C.5.3.2	**Voice Services (wired)**																								
	A Project Completed																								
	Replacement Plan for Wired Voice equipment Developed	4	2	0	1	1	1	60	120	120	3	4	4	0	1	1	3	3	3	0	1	0	71	132	129
	Develop Plans	1	1	1	0	0	0	55	57	120	2	2	2	0	1	0	3	3	3	1	0	0	62	64	126
	Develop Estimates	5	2	3	1	1	1	195	220	240	5	5	2	12	12	12	3	3	3	1	1	0	222	244	261
	Review submitted projects	4	2	0	0	0	0	120	120	120	3	3	2	6	12	12	3	3	3	4	1	0	140	141	137
	Perform Risk assessment	0	0	0	0	0	0	102	180	180	4	2	4	12	12	12	3	3	3	0	0	0	121	197	199
	Prepare documents for changes	24	14	4	120	120	120	252	287	366	0	0	0	6	6	6	3	3	3	12	12	12	417	442	511
	Test and evaluate plans	24	14	4	24	24	24	165	240	240	8	8	7	6	6	6	3	3	3	12	12	12	242	307	296
	Perform backup	48	28	8	72	72	72	339	380	409	0	0	0	0	365	365	0	0	0	48	48	48	507	893	902
	A Device and Service Provided																								
	Circuits troubleshoot and troubles cleared	3	2	2	1283	1217	1236	4	7	0	47	37	32	12	12	12	17	12	16	4	4	4	1370	1291	1302
	Voice Circuit Installed	0	0	0	91	91	91	2	1	3	5	3	3	0	0	0	14	22	24	1	1	0	113	118	121
	Voice Circuit Upgraded	0	0	0	12	12	12	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	13	14	12
	Voice Circuit Disconnected	4	2	4	24	24	24	0	0	0	1	1	1	0	0	0	21	19	26	2	1	0	52	47	55
	ISDN Circuit requested to be installed	12	1	0	12	12	12	3	0	0	3	2	0	0	0	0	0	0	2	3	2	0	33	17	14
	ISDN Circuit requested to be disconnected	0	0	0	0	3	3	16	0	0	0	2	0	0	0	0	4	0	2	0	0	0	20	5	5
	DSL Circuit requested to be installed	0	0	0	1	1	1	2	1	0	1	1	0	0	0	0	1	1	1	0	0	0	5	4	2

DSL Circuit Requested to be Disconnected	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Cable Modem requested to be installed	10	2	2	1	1	1		2	3	0	0	0	0	0	0	0	0	1	0	1	0	11	6	7
DSL Circuit Requested to be Disconnected	0	1	2	1	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	3
Telephone service added	48	48	48	91	91	91	82	87	240	39	26	33	15	40	15	9	5	5	12	12	12	296	309	444
Telephone Service Moved	240	240	240	36	36	36	220	120	120	53	53	27	12	40	12	70	48	50	120	120	120	751	657	605
Telephone Service Changed	240	240	240	24	24	24	180	180	180	17	13	13	24	24	24	35	47	45	120	120	120	640	648	646
Telephone Service Deleted	48	48	48	91	91	91	48	48	48	16	14	16	0	0	0	3	6	3	0	0	0	206	207	206
Voicemail account moved	0	0	0	12	12	12	0	0	0	2	2	3	0	0	0	2	0	0	12	12	12	28	26	27
Voicemail account added	48	48	48	12	12	12	60	70	140	13	22	13	12	12	12	6	0	3	48	48	48	199	212	276
Voicemail account Changed	96	96	96	12	12	12	240	240	240	21	23	9	12	12	12	0	0	0	24	42	42	405	425	411
Voicemail account De-installed	48	48	48	72	72	72	48	48	120	0	0	0	0	0	0	2	0	1	0	250	0	170	418	241
Voicemail Menu Created	0	600	0	0	0	0	1	1	120	4	4	5	12	12	12	0	0	0	0	250	0	17	867	137
Voicemail Menu Modified	0	600	0	60	60	60	1	1	120	6	8	6	12	12	12	4	5	5	0	250	0	83	936	203
Voicemail System Backed Up	48	48	48	0	0	0	240	240	240	54	54	54	12	12	12	0	0	0	48	48	48	402	402	402
Switchboard Operator Calls Processed (District HQ)	24000	24000	24000	0	0	0	13000	0		0	0	0	0	0	0	0	0	0	12000	12000	12000	49000	36000	#######
Audio Conference Bridge Modified	0	0	0	72	72	72	60	60		0	0	0	0	0	0	40	40	40	0	0	0	172	172	#######
PBX or Key System Installed	0	0	0	6	6	6	13	0	0	2	2	2	0	0	0	2	0	1	6	0	0	29	8	9
Preventative maintenance on a PBX or Key system performed	144	144	144	12	12	12	16	16	16	5	5	5	365	365	365	0	0	0	144	144	144	686	686	686
PBX or Key System backup performed	96	96	96	12	12	12	552	552	552	9	9	9	12	12	12	0	0	0	48	48	48	729	729	729
Problem on a PBX or Key System Resolved	96	96	96	132	132	132	24	24	24	13	17	11	2	2	2	17	10	14	24	24	24	308	305	303
PBX or Key System Program Change made	4	4	4	12	12	12	4	5	3	12	12	12	12	12	12	4	3	3	4	4	4	52	52	50
Call accounting system Managed	240	240	240	0	0	0	300	400	600	12	12	12	12	12	12	0	0	0	0	0	0	564	664	864
Call Accounting Report generated	3	3	3	1	1	1	48	92	72	12	12	12	12	12	12	0	0	0	0	0	0	76	120	100
Backup of the call accounting system	48	48	48	1	1	1	296	368	552	0	0	0	0	0	0	0	0	0	0	0	0	345	417	601
Outside cable plant installed	0	0	0	36	36	36	3	24	3	3	7	6	0	0	0	1	2	1	0	0	0	43	69	46
Outside cable plant Maintained	0	0	0	120	120	120	12	15	1	0	0	0	0	0	0	0	0	0	0	0	0	132	135	121
Outside cable plant Troubleshot	1	1	2	120	120	120	4	4	4	5	6	6	0	0	0	2	2	2	0	0	0	132	133	134
Outside cable plant Upgraded	0	0	0	24	24	24	0	4	2	1	1	1	0	0	0	1	1	1	0	0	0	26	30	28
Inside cable plant installed	130	100	60	360	360	360	60	60	60	4	8	6	0	0	0	3	3	3	15	30	0	572	561	489
Inside cable plant Maintained	0	850	450	480	480	480	36	36	36	0	0	0	0	0	0	1	0	1	0	0	0	517	1366	967
Inside cable plant Troubleshot	12	12	12	480	480	480	36	36	36	12	12	12	0	0	0	3	3	3	12	12	12	555	555	555
Inside cable plant Upgraded	0	0	0	12	12	12	73	2	2	4	4	4	0	0	0	0	0	0	0	0	0	89	18	18

	Documentation of Alterations to Communications Infrastructure	0	0	0	12	12	12	89	25	120	0	0	0	0	0	0	0	0	0	0	0	0	101	37	132
C.5.3.3	**Data Services Wired**																								
	Planning and Management of Projects																								
	Develop network tactical, strategic, and project plans, including documentation	1	2	3	3	3	3	900	900	900	1	0	0	0	0	0	2	3	3	9	10	12	916	918	921
	Develop network design plans including cost estimates.	2	3	4	2	2	2	348	408	408	24	24	24	0	0	0	2	3	3	12	13	18	390	453	459
	Review submitted projects, specifications and designs.	1	2	3	2	2	2	170	170	168	24	24	24	0	0	0	2	3	3	7	11	13	206	212	213
	Perform risk assessments for planned changes	2	3	4	12	12	12	729	642	696	24	24	24	0	0	0	12	12	12	12	17	20	791	710	768
	Prepare, plan and document planned configuration changes	12	17	20	12	12	12	314	398	468	24	24	24	0	0	0	12	12	12	18	22	19	392	485	555
	Test and evaluate planned configuration changes.	18	19	22	5	5	5	464	440	440	24	24	24	0	0	0	4	4	4	18	19	22	533	511	517
	Perform back-up of planned configuration change	4	8	12	5	5	5	648	648	648	24	24	24	0	0	0	4	4	4	4	8	12	689	697	705
	Support Operate and Maintain																								
	Troubleshoot and clear wired data circuit service problems	56	61	61	50	50	50	61	22	12	24	24	24	12	12	12	16	20	24	0	0	0	219	189	183
	Install wired data circuits	17	1	2	20	20	20				24	24	24	0	0	0	3	2	3	1	0	0	65	47	49
	Upgrade wired data circuits	32	0	0	5	5	5				24	24	24	0	0	0	1	0	2	0	0	0	62	29	31
	Request Wired data circuits disconnect	30	12	1	12	12	12	0	2	0	0	0	0	0	0	0	2	1	2	0	0	0	44	27	15
	Move Wired data circuits	0	0	9	12	12	12	0	1	0	12	12	12	0	0	0	0	0	1	0	0	3	24	25	37
	Update and maintain Network documentation	9	12	20	180	180	180	626	607	636	72	84	108	0	0	0	12	12	12	7	12	20	906	907	976
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	9	6	6	1	1	1	24	0	1	32	1	0	0	0	0	2	2	2	0	0	0	68	10	10
	Remove routers from your network	6	2	2	1	1	1				32	3	0	0	0	0	2	2	2	0	0	0	41	8	5
	Move routers on your network	1	0	2	1	1	1	0	3	5	0	0	0	0	0	0	0	0	0	1	0	2	3	4	10
	Upgrade the software on your routers	39	39	44	3	3	3	24	53	67	1	3	5	1	1	1	18	18	18	1	1	2	87	118	140
	Upgrade the hardware on your routers	4	0	3	1	1	1				0	0	0	1	0	0	2	2	2	0	0	0	8	3	6
	Replace failed hardware components on your routers	1	1	1	4	4	4	1	40	55	0	0	0	2	2	2	2	2	2	0	0	0	10	49	64
	Modify the configuration of the routers on your network	8	14	17	6	6	6	104	360	130	4	4	4	0	0	0	72	72	72	1	2	3	195	458	232
	Troubleshoot router problems	48	48	48	12	12	12	140	240	90	4	4	4	2	2	2	12	12	12	1	1	1	219	319	169
	Contact technical support for router problems	1	2	3	6	6	6	35	60	12	1	0	0	0	0	0	12	12	12	1	2	3	56	82	36
	Perform preventive maintenance on routers	10	12	12	12	12	12	25	38	30	4	4	4	0	0	0	0	0	0	10	12	12	61	78	70

TECHNICAL EXHIBIT 2
Communications

Task																								
Add switches to your network (layer 2 and 3 switches)	40	6	3	3	6	18	6	13	18	0	0	0	0	0	0	3	4	2	40	6	3	92	35	44
Remove switches from your network	4	4	3	0	0	0		10	18	12	3	3	0	0	0	3	4	2	4	4	3	23	25	29
Move switches on your network	3	3	6	0	0	0				4	4	4	0	0	0	2	2	2	3	3	6	12	12	18
Upgrade the software on your switches	55	64	67	0	0	17	90	101	202	1	3	5	1	1	1	32	32	32	20	24	24	199	225	348
Upgrade the hardware on your switches	0	0	0	0	0	17	1	3	4	0	0	0	0	0	0	8	8	8	0	0	0	9	11	29
Replace failed hardware components on your switches	0	0	0	0	0	4	15	1	5	0	1	2	0	0	1	0	0	0	0	0	0	15	2	12
Modify the configuration of the switches on your network	52	29	44	0	0	17	116	114	208	4	4	4	0	0	0	16	16	16	22	24	24	210	187	313
Troubleshoot switch problems	16	24	24	0	0	17	68	120	120	24	24	24	0	0	1	12	12	12	16	24	24	136	204	222
Contact technical support for switch problems	2	2	2	0	0	2	9	41	36	1	2	3	0	0	0	12	12	12	2	2	2	26	59	57
Perform preventive maintenance on switches	11	12	12	0	0	5	306	306	306	12	12	12	0	0	0	0	0	0	11	12	12	340	342	347
Add hubs to your network	0	0	0	12	6	2	4	4	4	0	0	0	6	6	6	4	4	4	0	0	0	26	20	16
Remove hubs from your network	0	0	0	0	1	12	2	2	2	20	4	4	0	0	0	4	4	4	0	0	0	26	11	22
Move hubs on your network	0	0	0	12	6	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	13	7	3
Upgrade the software on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	0	0	0	0	0	0	2	2	2	0	0	0	1	1	1	0	0	0	0	0	0	3	3	3
Modify the configuration on the hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot hub problems	0	0	0	12	12	12	2	2	2	8	2	0	0	0	0	6	6	6	0	0	0	28	22	20
Contact technical support for hub problems	0	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1
Perform preventive maintenance on hubs	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	5	1	2	6	4	2	0	0	0	0	0	0	0	0	0	0	2	2	5	1	2	16	8	8
Remove DSU/CSU from your network	1	1	0	0	0	0		2		0	0	0	0	0	0	2	2	2	1	1	0	4	6	2
Move DSU/CSU on your network	0	0	0	0	0	0	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	1	3	3
Upgrade the software on your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade your DSU/CSU	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
Replace failed DSU/CSU	2	1	0	4	2	4	1	0	1	0	0	0	0	0	0	2	2	2	2	1	0	11	6	7
Modify the configuration on DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot DSU/CSU problems	12	19	20	12	12	12	1	2	1	0	0	0	0	0	0	2	2	2	12	17	20	39	52	55
Contact technical support for DSU/CSU problems	5	7	12	2	2	1	1	0	1	0	0	0	0	0	0	2	2	2	5	7	12	15	18	28

Task																								
Add CODEC's to your network	0	0	0	2	3	3	5	4	6	0	0	0	0	0	0	0	0	0	0	0	0	7	7	9
Remove CODEC's from your network	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Move CODEC'S on your network	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Upgrade the software on your CODEC'S	0	0	0	0	0	4	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	4
Upgrade the hardware on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Modify the configuration of the CODEC'S on your network	0	0	0	1	1	1	5	4	6	0	0	0	0	0	0	0	0	0	0	0	0	6	5	7
Troubleshoot CODEC'S problems	0	0	0	8	10	12	12	15	6	0	0	0	0	0	0	0	0	0	0	0	0	20	25	18
Contact technical support for CODEC'S problems	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Perform preventive maintenance on CODEC'S	0	0	0	2	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	8
Add sensors to your network	2	2	3	0	0	0	929	1171	1268	0	0	0	0	0	0	5	5	5	2	2	3	938	1180	1279
Remove sensors from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	5	0	0	0	5	5	5
Move sensors on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	0	0	0	3	3	3
Upgrade the software on your sensors	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4
Upgrade the hardware on your sensors	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	1	0	0	0	0	1	5
Replace failed hardware components on your sensors	0	0	0	0	0	0	75	67	85	0	0	0	0	0	0	5	5	5	0	0	0	80	72	90
Modify the configuration of the sensors on your network	0	0	0	0	0	0	929	1171	1263	0	0	0	0	0	0	5	5	5	0	0	0	934	1176	1268
Troubleshoot sensor problems	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	10	10	10	0	0	0	10	11	14
Contact technical support for sensor problems	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	1	1	1	0	0	0	1	2	5
Perform preventive maintenance on sensors	0	0	0	0	0	0	28	36	33	0	0	0	0	0	0	1	1	1	0	0	0	29	37	34
Add monitors/displays to your network	48	50	48	6	6	6	34	36	43	0	0	0	0	0	0	0	0	0	48	50	48	136	142	145
Remove monitors/displays from your network	48	50	48	6	6	6	10	26	7	0	0	0	0	0	0	0	0	0	48	50	48	112	132	109
Move monitors/displays on your network	10	17	26	3	3	3		6		0	0	0	0	0	0	0	0	0	10	17	26	23	43	55
Upgrade the software on your monitors/displays	0	0	0	0	0	0	0	6	24	0	0	0	0	0	0	0	0	0	0	0	0	0	6	24
Upgrade the hardware on your monitors/displays	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Replace failed hardware components on your monitors/displays	0	0	0	0	0	0	5	5	5	0	0	0	0	0	0	0	1	2	0	0	0	5	6	7
Modify the configuration of the monitors/displays on your network	0	0	0	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4

Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Troubleshoot monitors/displays problems	48	50	48	12	12	12	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0	48	50	48	114	118	114
Contact technical support for monitors/displays problems	2	2	3	2	1	2	5	4	1	0	0	0	0	0	0	0	0	0	1	0	0	2	2	3	12	9	9
Perform preventive maintenance on monitors/displays	5	1	2	12	12	12	10	10	10	0	0	0	2	4	0	0	0	0	0	0	0	5	2	1	34	29	25
Add video input device to your network	1	3	29	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	33	29	6	40	63
Remove video input device from your network	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
Move video input device on your network	9	0	0	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	2	1
Upgrade the software on your video input device	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Upgrade the hardware on your video input device	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Replace failed hardware components on your video input device	0	0	0	0	0	0	1	1	1	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	3	3	3
Modify the configuration of the video input device on your network	0	5	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	14	0	10	28
Troubleshoot video input device problems	0	0	24	12	12	12	17	21	25	0	0	0	2	2	2	0	0	0	0	0	0	0	0	24	31	35	87
Contact technical support for video input device problems	0	0	24	3	2	2	11	10	15	0	0	0	0	0	0	0	0	0	0	0	1	0	0	24	14	12	66
Perform preventive maintenance on video input device	0	0	0	12	12	12	31	35	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	43	47	72
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	1	2	3	0	0	0	6	8	27	1	1	1	0	0	0	0	0	0	5	5	5	1	2	3	14	18	39
Remove faxes from your network	1	1	1	0	0	0	3	5	20	0	0	0	0	0	0	0	0	0	5	5	5	1	1	1	10	12	27
Move faxes on your network	1	1	1	0	0	0	3	3	13	0	0	0	0	0	0	0	0	0	2	2	2	1	1	1	7	7	17
Upgrade the software on your faxes	0	0	0	0	0	0	3	1	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	9
Replace failed hardware components on your faxes	1	1	1	0	0	0	8	12	6	0	0	0	0	0	0	0	0	0	2	2	2	1	1	1	12	16	10
Modify the configuration of the faxes on your network	1	1	1	0	0	0	4	3	23	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	7	6	26
Troubleshoot fax problems	1	1	1	0	0	0	24	29	29	0	0	0	0	0	0	0	0	0	4	2	3	1	1	1	30	33	34
Contact technical support for fax problems	1	1	1	0	0	0	13	14	18	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	16	17	21
Perform preventive maintenance on faxes	4	4	4	6	6	6	43	37	44	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	57	51	58
Perform preventive maintenance on emergency wired data network components	0	0	0	0	0	0	38	38	38	4	4	4	0	0	0	0	0	0	6	6	6	0	0	0	48	48	48
Add other types of wired data network components	0	0	0	0	0	0	14	36	88	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	14	39	88
Remove other types of wired data network components	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0

Move other types of wired data network components	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0
Upgrade software on other types of wired data network components	0	0	0	0	0	0	8	157	375	0	0	3	0	0	0	0	0	0	0	0	0	8	157	378
Upgrade hardware on other types of wired data network components	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed parts on other types of wired data network components	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify configuration of other types of wired data network components	0	0	0	0	0	0	50	325	600	0	6	6	0	0	0	0	0	0	0	0	0	50	331	606
Troubleshoot other types of wired data network components	0	0	0	0	0	0	50	300	300	0	6	3	0	0	0	0	0	0	0	0	0	50	306	303
Contact technical support for other types of wired data network components	0	0	0	0	0	0	20	65	90	0	0	0	0	0	0	0	0	0	0	0	0	20	65	90
Perform preventive maintenance on other types of wired data network components	0	0	0	0	0	0	8	157	635	0	0	3	0	0	0	0	0	0	0	0	0	8	157	638
Provide modified documentation after new installs/upgrades for other types of wired data network components	0	0	0	0	0	0	20	120	120	0	3	0	0	0	0	0	0	0	0	0	0	20	123	120
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	96	96	94	0	0	0	0	0	0	0	0	0	0	0	0	96	96	94
Provide user training for wired data services	0	0	0	6	6	6	60	200	400	12	12	12	0	0	0	0	0	0	0	0	0	78	218	418
Number of help desk requests in support of wired data services	48	50	48	792	792	792	10	60	110	240	264	300	15	25	25	24	24	24	48	50	48	1177	1265	1347
Install inside cable in support of wired data services	56	61	61	36	36	36	21	41	122	24	24	24	0	0	0	25	25	25	56	61	61	218	248	329
Maintain inside cable in support of wired data services	99	105	125	324	324	324	0	0	0	60	60	60	0	0	0	6	6	6	99	105	125	588	600	640
Troubleshoot inside cable in support of wired data services	99	105	125	324	324	324	2	4	9	36	36	36	0	0	0	12	12	12	99	105	125	572	586	631
Upgrade inside cable in support of wired data services	109	118	123	36	36	36	73	1	0	0	0	0	0	0	0	3	3	3	109	118	123	330	276	285
Install outside cable in support of wired data services	4	4	4	36	36	36	0	1	0	0	1	2	0	0	0	2	1	2	4	4	4	46	47	48
Maintain outside cable in support of wired data services	4	4	4	72	72	72	0	2	0	0	0	0	0	0	0	0	0	1	4	4	4	80	82	81
Troubleshoot outside cable in support of wired data services	0	0	0	60	60	60	0	6	0	0	0	0	0	0	0	2	2	2	0	0	0	62	68	62

Ref	Task																											
	Upgrade outside cable in support of wired data services	0	0	0	12	12	12				0	0	0	0	0	0	1	1	1	0	0	0	13	13	13			
C.5.3.4.	**VTC/Video Services**																											
	Project Planning and Management																											
	A Project Completed	0	0	0	2	1	1	4	0	0	0	1	1	0	0	0	1	5	3				0	0	0	7	7	5
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	0	0	0	2	1	1	0	0	0	0	2	0	0	0	0	1	5	3				0	0	0	3	8	4
	Install, Operate and Maintain Video Teleconferencing Services																											
	Process FTS requests for VTC service.	58	55	55	36	36	36	90	64	76	2	1	2	0	0	0	0	0	0	1	1	1	162	163	190	349	320	360
	Process FTS Disconnect Orders for VTC services.	5	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	29	24	25	35	29	31
	Install Video Teleconferencing Equipment	1	0	0	6	6	6	0	0	0	1	2	2	0	0	0	0	0	0	0	0	0	1	0	0	9	8	8
	Resolve problems with Video Teleconferencing Equipment	4	8	7	36	36	36	6	4	2	2	2	2	0	0	0	0	0	0	1	0	1	13	11	14	62	61	62
	Perform PM on Video Teleconferencing Equipment	0	0	0	48	48	48	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	60	60	60
	De-install Video Teleconferencing Equipment	0	0	0	0	0	0	0	0	0		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Resolve desktop video teleconferencing equipment problems	6	1	5	0	0	0	6	4	2	5	5	5	0	0	0	1	0	0	1	0	0				19	10	12
	Move video teleconferencing equipment or services	3	14	13	20	4	1	28	34	58	0	0	0	0	0	0	1	0	0	1	0	0				53	52	72
	Add video teleconferencing equipment or services	1	2	2	0	0	1	4	0	0		5	5	0	0	0	0	0	0				0	0	0	5	7	8
	Change video teleconferencing equipment or services, including configuration modification.	2	3	4	0	0	0	0	1	0	5	5	5	0	0	0	0	0	0				5	14	12	12	23	21
	Delete video teleconferencing equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0				0	0	0	2	0	0
	Provide user training for video teleconferencing equipment or services	0	0	0	24	24	24	4	3	0	5	5	5	0	0	0	0	0	0	0	0	0				33	32	29
	Move CCTV equipment or services	0	0	0	1	1	1	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0				4	4	4
	Add CCTV equipment or services	0	0	0	1	1	1	1	0	0	0	1	1	2	4	0	0	5	3				0	0	0	4	11	5
	Change CCTV equipment or services	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0				0	0	0	1	1	2
	Delete CCTV equipment or services	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move surveillance systems equipment or services	1	0	0	1	1	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0				2	7	1
	Add surveillance systems equipment or services	8	3	0	3	3	3	34	36	43	0	0	13	1	1	0	0	0	2				0	0	0	46	43	61

	Description																						Total		
	Change surveillance systems equipment or services	1	0	0	2	2	2	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	3	2	12
	Delete surveillance systems equipment or services	0	0	0	0	0	0	10	26	7	0	0	0	0	0	0	0	0	0	0	0	0	10	26	7
	Move streaming video equipment	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2
	Add streaming video equipment	1	1	1	0	0	0	0	0	0	0	0	5	0	0	0	0	0	1	0	0	0	1	1	7
	Change streaming video equipment	11	6	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	11	6	7
	Delete streaming video equipment	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Requests for video capture	36	34	25	0	0	0	8	10	14	0	0	2	0	0	0	0	0	0	14	14	12	58	58	53
	Requests for video archive	29	28	26	0	0	0	3	5	6	0	0	1	0	0	0	0	0	0	12	15	12	44	48	45
	Number of help desk requests in support of Video services	70	73	60	60	60	60	6	10	14	10	17	25	36	36	36	0	0	0	41	31	36	223	227	231
	Instances of unique applications related to video services	0	0	0	1	1	1	24	30	42	1	1	1	0	0	0	1	1	1				27	33	45
	Install inside cable in support of video services	3	4	0	1	1	1	41	36	36	1	0	2	0	0	0	0	1	0	0	0	0	46	42	39
	Maintain inside cable in support of video services	6	6	0	1	1	1	8	18	27	1	1	2	0	0	0	0	0	0	15	9	12	31	35	42
	Troubleshoot inside cable in support of video services	11	9	0	1	1	1	5	4	2	0	0	1	0	0	0	0	0	0	5	4	3	22	18	7
	Upgrade inside cable in support of video services	2	1	0	1	1	1	4	0	0	0	0	1	0	0	0	0	0	0	0	0	0	7	2	2
	Install outside cable in support of video services	0	0	0	27	9	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31	9	2
	Maintain outside cable in support of video services	0	0	0	12	12	12	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	12	12
	Troubleshoot outside cable in support of video services	0	0	0	12	12	12	6	4	2	0	0	0	0	0	0	0	0	0	0	0	0	18	16	14
	Upgrade outside cable in support of video services	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
C.5.3.5	**Radio Services and Support**																								
	Project Planning and Management																								
	The number of Radio Service or Support projects you plan,	7	56	49	0	0	0	0	0	0	1	1	1	0	0	0	1	1	1				9	58	51
																							0	0	0
	Install, Operate and Maintain Radio Services and Support																						0	0	0
	Install, test and submit for acceptance new or upgraded systems	46	14	972	3	3	3	3	7	4	2	2	2	0	0	0	1	1	2				55	27	983
	Provide 'as built' documentation of system	0	0	0	2	2	2	2	2	14	1	1	1	0	0	0	0	0	0				5	5	17
	Resolve radio equipment problems	598	280	433	240	240	240	15	17	20	27	24	24	0	0	0	6	5	6				886	566	723
	Move mobile equipment	626	107	612	180	180	180	5	5	7	6	10	8	0	0	0	1	1	1				818	303	808
	Add mobile equipment	0	0	475	36	36	36	32	21	35	2	2	2	0	0	0	1	8	6				71	67	554
	Change mobile equipment	626	107	612	24	24	24	8	8	8	4	4	4	0	0	0	4	4	4				666	147	652
	De-install mobile equipment	48	8	503	120	120	120	27	22	37	4	5	6	0	0	0	4	4	4				203	159	670
	Move base station equipment	5	4	42	24	24	24	0	1	1	1	1	1	0	0	0	1	1	1				31	31	69

Task																			Total		
Add base station equipment	8	3	41	12	12	6	1	1	1	1	1	1	0	0	0	1	1	1	23	18	50
Change base station equipment	7	1	42	12	12	6	0	0	1	1	1	1	0	0	0	2	2	2	22	16	52
De-install base station equipment	8	3	40	12	12	6	1	0	3	0	0	15	0	0	0	0	0	0	21	15	64
Move repeaters.	0	0	20	0	0	0	0	0	0	1	0	5	0	0	0	1	1	1	2	1	26
Add repeaters	0	0	20	0	0	0	0	1	0	0	0	0	0	0	0	1	1	1	2	1	22
Change repeaters	8	0	20	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	9	1	21
De-install repeaters	0	0	20	0	0	0	0	0	1	0	0	5	0	0	0	1	1	1	1	6	22
Move radio control consoles..	7	0	0	24	24	24	1	1	1	0	0	15	0	0	0	0	0	0	32	25	40
Add radio control consoles.	0	0	0	24	24	24	0	1	1	0	0	0	0	0	0	1	1	1	25	26	26
Change radio control consoles.	1	0	0	12	12	12	0	0	1	0	0	0	0	0	0	2	2	2	15	14	15
De-install radio control consoles.	8	0	4	0	0	0	0	0	1	0	15	0	0	0	0	0	0	0	8	15	5
Move data radios..	48	26	36	0	0	0	1	0	0	0	0	0	0	0	0	5	5	5	54	31	41
Add data radios.	14	0	6	3	3	3	1	0	0	0	0	0	0	0	0	21	21	21	39	24	30
Change data radios.	44	26	36	1	1	1	0	0	0	0	0	0	0	0	0	2	2	2	47	29	39
De-install data radios.	44	26	38	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	45	26	38
Move AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add AM radios.	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Change AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move FM radios.	162	99	1050	144	144	144	0	0	0	1	1	1	0	0	0	0	0	0	307	244	1195
Add FM radios.	29	0	951	144	144	144	0	0	0	1	1	1	0	0	0	1	1	1	175	146	1097
Change FM radios.	162	99	1052	48	48	48	0	0	0	0	0	0	0	0	0	2	2	2	212	149	1102
De-install FM radios.	162	99	1052	48	48	48	0	0	0	2	2	4	0	0	0	0	0	0	212	149	1104
Move Public Service Broadcast or information radios.	0	0	0	144	144	144	0	0	0	0	0	0	0	0	0	0	0	0	144	144	144
Add Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move radio or microwave tower.	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Add radio or microwave tower.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change radio or microwave tower.	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0
De-install radio or microwave tower.	4	1	12	0	0	0				1	0	0	0	0	0	0	0	1	5	1	13
Move radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
Add radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move terminating equipment (MUX)	0	1	12	24	24	24	2	1	1	0	5	0	0	0	0	0	0	0	26	31	37

Task																								
Add terminating equipment (MUX)	0	0	0	36	36	36	0	0	1	0	0	0	0	0	0	0	0	0				36	36	37
Change terminating equipment (MUX)	0	0	0	48	48	48	0	0	1	0	0	0	0	0	0	0	0	0				48	48	49
De-install terminating equipment (MUX)	0	0	12	0	0	0	0	0	1	0	5	0	0	0	0	0	0	0				0	5	13
Perform preventive maintenance on radio equipment	230	235	229	12	12	12	8	10	9	23	21	20	0	0	0	501	501	501				774	779	771
Remove and reinstall mobile radios for vehicle replacement	125	52	542	180	60	12	0	0	0	3	4	4	0	0	0	4	4	4				312	120	562
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	558	284	1282	48	48	48	5	6	6	16	12	15	0	0	0	2	2	2				629	352	1353
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	476	126	1212	264	48	12	0	0	0	11	11	41	0	0	0	15	12	10				766	197	1275
Radio Equipment and Spectrum XXI Information System (IS) support																								
Power systems installed	4	7	6	1	1	0	0	3	2	0	0	0	0	0	0	0	0	0				5	11	8
Power systems de-installed	4	7	6	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0				5	8	8
Power systems moved	4	7	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				4	7	6
Tower inspections	27	71	44	1	1	1	1	1	1	1	1	1	0	0	0	3	3	3				33	77	50
Replace tower lighting	31	48	37	2	2	2	1	0	1	1	1	1	0	0	0	3	3	3				38	54	44
Request new frequency assignments.	0	0	16	1	1	1	0	4	2	2	4	4	0	0	0	2	2	4				5	11	27
Review existing frequency assignments (5-year update)	15	34	23	176	176	176	60	190	300	3	6	5	0	0	1000	121	355	250				375	761	1754
Report frequency interference	0	1	0	0	0	1	0	0	0	1	1	1	0	0	0	1	1	1				2	3	3
Interference cases investigated	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0				1	1	1
Interference cases resolved	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	1	1
Gather and compile radio equipment contract requirements	6	19	13	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1				7	20	14
Assist in the development of radio contract solicitation	6	19	13	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0				6	19	14
Assist in evaluation of solicitation bids	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0				0	0	1

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER		CENAB			CENAE			CENAN			CENAO			CENAP			CENAD			CENAD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																					
C.5.3.1	Wireless Voice and Data																					
	Project Planning and Management																					
	Studies Submitted				0	0	0	0	0	0	2	24	30	0	0	0	12	24	24	14	48	54
	Consults Provided				0	1	1	0	0	0	24	36	48	3	6	4	24	36	48	51	79	101
	Business Cases prepared				0	1	1	0	0	0	2	12	12	0	1	0	2	12	12	4	26	25
	Design's created and submitted				0	1	1	0	0	0	1	12	12	0	0	0	1	12	12	2	25	25
	Test's conducted				0	1	0	0	0	0	5	40	50	5	7	6	5	40	50	15	88	106
	Certification's completed				0	0	0	0	0	0	1	2	8	7	0	3.25	1	2	8	9	4	19
	Project's created and submitted				0	1	1	0	0	0	3	30	40	2	0	0	3	30	40	8	61	81
	Wireless Voice and Data Services																					
	Routers installed				0	0	1	0	0	0	0	0	20	0	0	0	0	0	0	0	0	21
	Routers configured				0	0	1	0	0	0	0	0	20	0	0	0	0	0	0	0	0	21
	Routers deinstalled				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	AP activated		1		0	0	6	0	0	0	0	0	100	0	0	0	0	0	10	0	1	116
	AP configured		1		0	0	6	0	0	0	0	0	100	0	0	0	0	0	10	0	1	116
	AP deactivated				0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	10
	Pagers activated	100	75	85	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	102	77	87
	Pagers deactivated	10	5	5	0	0	0	2	2	2	0	1	0	0	0	0	0	0	0	12	8	7
	Mobile satellites activated	1	1	1	0	0	1	0	0	0	0	0	0	0	5	5	0	0	0	1	6	7
	Mobile satellites deactivated	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Cellular telephone activated	89	49	69	0	128	75	12	12	12	25	170	50	163	117	120	25	170	50	314	646	376
	Cellular telephone deactivated	15	22	19	0	0	2	2	2	2	8	100	50	7	10	100	8	100	50	40	234	223
	PDA activated	27	27	19	0	1	5	1	20	1	20	20	25	0	25	20	20	20	25	68	113	95
	PDA deactivated	4	3	3	0	0	0	0	0	0	0	1	5	15	20	30		10	15	19	34	53
	GPS activated	6	6	6	0	0	0	0	0	0	5	5	5	0	0	0	0	0	2	11	11	13
	GPS configured	6	6	6	0	0	0	0	0	0	5	10	5	0	0	0	0	0	0	11	16	11
	GPS deactivated				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio deactivated (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio deactivated (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Code	Description	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
	Microwave repeater deactivated (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted				0	40	14	0	0	0	35	375	150	35	18	24	35	375	150	105	808	338
	Work Orders completed				0	40	14	0	0	0	35	375	150	35	18	27	35	375	150	105	808	341
	Add wireless data network component	10	10	1012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10	1012
	Remove wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	3	5	0	3	5
	Move wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	3	5	0	3	5
	Upgrade software wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	5	10	0	5	10
	Upgrade hardware wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	4	10	0	4	10
	Replace failed parts on wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Modify configuration of wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Troubleshoot wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	5	10	0	5	10
	Contact technical support for wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Add wireless data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	4	10	0	4	10
	Provide modified documentation				0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Provide unique service				0	0	0	0	0	0	0	0	0	21	25	24	0	1	2	21	26	26
C.5.3.2	**Voice Services (wired)**																					
	A Project Completed																					
	Replacement Plan for Wired Voice equipment Developed			1	1	3	1	1	1	1	0	36	36	1	0	1	1	1	1	4	42	40
	Develop Plans	12	12	12	1	3	1	3	3	3	0	36	36	0	0	0	1	1	1	17	55	53
	Develop Estimates	12	12	12	0	3	2	2	2	2	6	12	12	14	11	6	6	12	12	40	52	46
	Review submitted projects	12	12	12	1	2	1	2	2	2	0	48	48	12	11	6	2	48	48	29	123	117
	Perform Risk assessment	0			0	0	0	1	1	1	0	0	10	0	0	0	0	0	0	1	1	11
	Prepare documents for changes	135	127	115	1	3	1	48	48	48	0	150	150	0	0	0	20	150	150	204	478	464
	Test and evaluate plans		87	90	1	1	1	48	48	48	0	60	60	0	0	0	30	60	60	79	256	259
	Perform backup				1	1	1	24	24	24	0	0	365	0	0	0	0	0	0	25	25	390
	A Device and Service Provided																					
	Circuits troubleshot and troubles cleared	300	125	150	144	168	180	480	480	12	0	60	60	53	74	60	40	60	60	1017	967	522
	Voice Circuit Installed	15	15	15	12	18	12	24	24	12	0	10	15	4	7	0	5	10	15	60	84	69
	Voice Circuit Upgraded				0	0	0	3	15	3	0	20	20	460	0	0	8	20	20	471	55	43
	Voice Circuit Disconnected	12	12	12	6	12	6	24	24	480	10	10	10	2	1	2	0	0	0	54	59	510
	ISDN Circuit requested to be installed	1	1	1	1	2	2	4	8	3	0	1	5	1	3	3	2	1	5	9	16	19
	ISDN Circuit requested to be disconnected				0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	1	3	1
	DSL Circuit requested to be installed				0	1	9	0	0	1	0	0	0	0	0	0	2	1	5	2	2	15

DSL Circuit Requested to be Disconnected				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cable Modem requested to be installed				0	0	0	0	0	0	0	18	8	0	0	0	0	0	0	0	18	8
DSL Circuit Requested to be Disconnected				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telephone service added	48	36	48	24	48	48	12	12	12	40	15	15	11	10	9	0	0	0	135	121	132
Telephone Service Moved	36	86	88	0	0	0	36	96	480	100	30	450	26	20	23	0	0	0	198	232	1041
Telephone Service Changed	36	36	36	1	0	0	12	12	12	100	30	450	38	401	35	0	0	0	187	479	533
Telephone Service Deleted	48	48	48	1	4	5	12	12	12	50	10	900	4	3	3	50	10	450	165	87	1418
Voicemail account moved				0	0	0	24	24	480	0	0	0	13	14	13	0	0	0	37	38	493
Voicemail account added	45	57	56	24	12	12	24	24	480	30	30	900	14	20	17	30	30	450	167	173	1915
Voicemail account Changed	134	123	130	0	0	0	12	12	12	20	20	50	21	18	18	0	0	0	187	173	210
Voicemail account De-installed	56	78	80	12	36	12	6	6	480	30	15	900	12	10	11	30	15	450	146	160	1933
Voicemail Menu Created				1	1	1	0	0	0	0	0	50	0	0	0	0	0	0	1	1	51
Voicemail Menu Modified				1	1	1	0	0	0	2	0	50	0	0	0	0	0	0	3	1	51
Voicemail System Backed Up				0	1	0	0	0	240	0	0	365	0	0	0	0	0	0	0	1	605
Switchboard Operator Calls Processed (District HQ)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audio Conference Bridge Modified	11	9	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	9	10
PBX or Key System Installed				0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1
Preventative maintenance on a PBX or Key system performed				0	0	0	2	12	12	0	0	52	0	0	0	0	0	0	2	12	64
PBX or Key System backup performed				0	0	0	0	240	240	0	0	365	0	0	0	0	0	0	0	240	605
Problem on a PBX or Key System Resolved	12	12	12	0	0	0	2	2	2	0	0	1000	104	121	115	0	0	12	118	135	1141
PBX or Key System Program Change made	24	24	24	0	0	0	12	12	6	0	0	75	125	128	120	0	0	0	161	164	225
Call accounting system Managed				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Call Accounting Report generated				0	0	0	0	0	0	360	360	360	0	0	0	0	0	0	360	360	360
Backup of the call accounting system				365	365	365	0	0	0	0	0	0	0	0	0	0	0	0	365	365	365
Outside cable plant installed				6	6	6	0	0	0	2	2	2	0	0	0	0	0	0	8	8	8
Outside cable plant Maintained	2	0	1	0	0	0	0	0	0	5	5	5	0	0	0	0	0	0	7	5	6
Outside cable plant Troubleshot	2	0	1	3	3	3	0	0	0	5	5	5	0	0	0	0	0	0	10	8	9
Outside cable plant Upgraded				0	0	0	0	0	0	3	3	3	0	0	0	0	0	0	3	3	3
Inside cable plant installed	10	8	8	60	45	50	48	48	12	100	30	30	4	3	3	0	0	0	222	134	103
Inside cable plant Maintained	7	8	6	0	0	0	2	2	2	30	30	30	0	0	0	0	0	0	39	40	38
Inside cable plant Troubleshot	45	54	60	8	9	10	2	2	2	30	30	30	3	3	3	0	0	0	88	98	105
Inside cable plant Upgraded	5	25	23	0	0	0	0	0	0	15	15	15	460	0	3	0	0	0	480	40	41

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
	Documentation of Alterations to Communications Infrastructure	34	23	45	0	0	0	0	0	0	15	15	450	15	13	12	0	0	0	64	51	507
C.5.3.3	**Data Services Wired**																					
	Planning and Management of Projects																					
	Develop network tactical, strategic, and project plans, including documentation	3	5	4	0	2	0	1	4	2	1	2	2	0	0	0	3	2	2	8	15	10
	Develop network design plans including cost estimates.	3	4	3	0	2	0	1	4	2	8	10	12	5	11	8	3	2	2	20	33	27
	Review submitted projects, specifications and designs.	3	4	3	0	2	0	1	4	2	0	1	1	3	9	6	3	2	2	10	22	14
	Perform risk assessments for planned changes	3	4	3	0	0	0	0	0	0	0	0	5	0	0	0	1	1	1	4	5	9
	Prepare, plan and document planned configuration changes	3	4	3	5	5	5	1	4	2	0	0	5	0	0	0	5	3	3	14	16	18
	Test and evaluate planned configuration changes.	3	4	3	3	1	2	1	4	2	0	0	5	0	0	0	5	3	3	12	12	15
	Perform back-up of planned configuration change	3	4	3	2	2	2	0	0	0	0	0	5	0	0	0	5	3	3	10	9	13
	Support Operate and Maintain																					
	Troubleshoot and clear wired data circuit service problems	35	35	35	24	44	24	12	12	12	38	33	39	20	14	17	1	3	3	130	141	130
	Install wired data circuits	8	2	2	1	57	6	6	6	6	36	25	457	1	0	0	36	25	40	88	115	511
	Upgrade wired data circuits	3	1	1	4	26	5	0	12	12	1	1	3	0	0	0	1	1	3	9	41	24
	Request Wired data circuits disconnect	5	2	2	1	53	5	0	0	0	40	15	900	1	0	0	40	15	20	87	85	927
	Move Wired data circuits				1	16	4	0	0	0	102	32	32	0	0	0	102	32	32	205	80	68
	Update and maintain Network documentation	16	5	5	3	6	6	6	18	18	210	110	510		3	3	2	3	3	237	145	545
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	16	4	2	1	2	2	0	0	0	10	12	14	1	2	3	1	2	2	29	22	23
	Remove routers from your network	12	2	2	2	0	1	0	0	0	10	10	10	1	2	3	0	0	0	25	14	16
	Move routers on your network				2	1	1	0	0	0	2	2	2	0	0	0	0	1	1	4	4	4
	Upgrade the software on your routers	2	2	2	1	2	2	4	8	2	4	4	4	2	2	2	1	2	2	14	20	14
	Upgrade the hardware on your routers				0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
	Replace failed hardware components on your routers	1	1	1	6	4	4	0	0	0	0	0	0	1	1	1	0	0	0	8	6	6
	Modify the configuration of the routers on your network	3	4	4	2	3	2	4	8	2	5	8	10	2	2	2	0	1	1	16	26	21
	Troubleshoot router problems	7	7	7	2	300	300	2	9	2	4	5	6	1	1	1	1	1	1	17	323	317
	Contact technical support for router problems	1	1	1	15	20	10	0	2	1	1	1	1	0	0	0	0	1	1	17	25	14
	Perform preventive maintenance on routers	7	9	7	0	0	0	4	8	2	10	12	14	1	1	1	0	0	0	22	30	24

Task																			Total		
Add switches to your network (layer 2 and 3 switches)	3	7	7	1	2	1	0	3	0	38	20	40	5	12	3	2	5	5	49	49	56
Remove switches from your network	0	6	2	2	0	1	0	0	0	15	10	18	0	0	0	0	0	0	17	16	21
Move switches on your network	1	1	1	2	1	1	0	0	0	5	6	7	0	0	0	0	4	4	8	12	13
Upgrade the software on your switches	45	44	45	0	0	1	20	32	23	1	1	1	1	1	1	9	9	12	76	87	83
Upgrade the hardware on your switches				0	0	1	0	1	4	0	0	0	1	0	0	0	0	0	1	1	5
Replace failed hardware components on your switches	1	1	1	2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3
Modify the configuration of the switches on your network	10	15	30	0	2	0	2	22	2	2	4	6	2	2	2	9	9	12	25	54	52
Troubleshoot switch problems	7	8	7	0	5	1	2	6	1	24	35	40	2	2	2	9	9	12	44	65	63
Contact technical support for switch problems	4	4	4	0	5	0	1	2	1	0	0	0	0	0	0	0	0	0	5	11	5
Perform preventive maintenance on switches				0	0	0	20	32	23	0	0	0	2	2	2	9	9	12	31	43	37
Add hubs to your network	2	2	2	1	5	1	1	0	0	0	0	0	2	2	2	0	2	3	6	11	8
Remove hubs from your network	2	2	2	0	0	0	0	1	0	0	0	0	1	1	1	18	0	2	21	4	5
Move hubs on your network	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Upgrade the software on your hubs				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your hubs				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Modify the configuration on the hubs on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot hub problems	2	2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	2
Contact technical support for hub problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on hubs				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	8	2	2	1	0	1	0	6	4	12	14	16	0	1	1	0	0	0	21	23	24
Remove DSU/CSU from your network	2	2	2	0	0	0	2	2	2	10	12	16	0	0	0	0	0	0	14	16	20
Move DSU/CSU on your network				1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1
Upgrade the software on your DSU/CSU				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade your DSU/CSU				0	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	12	0
Replace failed DSU/CSU	2	2	2	1	3	1	0	0	0	2	2	2	1	1	1	0	0	0	6	8	6
Modify the configuration on DSU/CSU	3	2	2	0	0	0	0	0	0	2	2	2	0	0	0	0	0	0	5	4	4
Troubleshoot DSU/CSU problems	2	2	2	1	3	1	0	0	0	2	2	2	0	0	0	0	0	0	5	7	5
Contact technical support for DSU/CSU problems	2	2	2	0	3	0	12	12	12	4	4	4	1	1	1	0	0	0	19	22	19

Task																					
Add CODEC's to your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Remove CODEC's from your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move CODEC'S on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your CODEC'S				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your CODEC'S				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the CODEC'S on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot CODEC'S problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contact technical support for CODEC'S problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on CODEC'S				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add sensors to your network	4	5	5	0	0	0	0	0	0	1	1	1	0	0	0	0	0	1	5	6	7
Remove sensors from your network				0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
Move sensors on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your sensors		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Upgrade the hardware on your sensors		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Replace failed hardware components on your sensors				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the sensors on your network		6	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	7
Troubleshoot sensor problems		5	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	4
Contact technical support for sensor problems		8	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	4
Perform preventive maintenance on sensors				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add monitors/displays to your network		1		0	0	0	0	1	1	2	2	2	0	0	0	0	0	0	2	4	3
Remove monitors/displays from your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Move monitors/displays on your network				0	0	0	2	4	4	0	0	0	0	0	0	0	0	0	2	4	4
Upgrade the software on your monitors/displays				0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	2	2	2
Upgrade the hardware on your monitors/displays				0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Replace failed hardware components on your monitors/displays				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the monitors/displays on your network				0	0	0	12	12	12	1	1	1	0	0	0	0	0	0	13	13	13

Troubleshoot monitors/displays problems				0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	1	1
Contact technical support for monitors/displays problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on monitors/displays				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add video input device to your network				0	0	0	0	0	0				0	0	0	0	0	0	0	0	0
Remove video input device from your network	4	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	4
Move video input device on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your video input device				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your video input device				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your video input device				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the video input device on your network				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot video input device problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contact technical support for video input device problems				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on video input device				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	15	4	8	2	1	2	2	8	2	3	2	2	0	0	0	3	26	2	25	41	16
Remove faxes from your network	4	4	4	1	2	1	0	0	0	3	2	2	0	0	0	3	5	2	11	13	9
Move faxes on your network				1	1	1	0	0	0	3	2	2	0	0	0	3	5	2	7	8	5
Upgrade the software on your faxes	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1	4	3
Replace failed hardware components on your faxes				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the faxes on your network				1	1	1	0	0	0	5	5	5	0	0	0	5	29	5	11	35	11
Troubleshoot fax problems	8	9	6	0	1	0	2	2	2	3	3	3	0	0	0	10	10	11	23	25	22
Contact technical support for fax problems	2	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	3
Perform preventive maintenance on faxes	4	5	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	5	4
Perform preventive maintenance on emergency wired data network components				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add other types of wired data network components	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	2	2	3	3	2
Remove other types of wired data network components				0	0	0	2	0	0	0	0	0	0	0	0	0	1	10	2	1	10

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Move other types of wired data network components	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade software on other types of wired data network components	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	1	0
Upgrade hardware on other types of wired data network components				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed parts on other types of wired data network components	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify configuration of other types of wired data network components	0	5	11	0	0	0	3	3	3	0	0	0	0	0	0	0	1	1	3	9	15
Troubleshoot other types of wired data network components	0	2	5	0	0	0	3	3	3	0	0	0	0	0	0	0	1	1	3	6	9
Contact technical support for other types of wired data network components	0	2	5	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	2	5
Perform preventive maintenance on other types of wired data network components				0	0	0	3	3	3	0	0	0	0	0	0	0	0	0	3	3	3
Provide modified documentation after new installs/upgrades for other types of wired data network components	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	18	1
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provide user training for wired data services	0	18	5	0	0		0	0	0	0	0	0	0	0	0	100	110	150	100	128	155
Number of help desk requests in support of wired data services	0	55	65	0	0	0	0	0	0	20	22	24	0	0	0	1200	1000	1000	1220	1077	1089
Install inside cable in support of wired data services	0	5	0	25	35	40	0	0	0	104	34	34	0	0	0	0	0	0	129	74	74
Maintain inside cable in support of wired data services		1	1	2	5	5	0	0	0	15	15	15	0	0	0	0	0	0	17	21	21
Troubleshoot inside cable in support of wired data services		125	75	6	6	6	0	0	0	13	15	17	6	5	5	0	1	1	25	152	104
Upgrade inside cable in support of wired data services				0	9	3	0	0	0	51	10	11	460	0	3	0	2	3	511	21	20
Install outside cable in support of wired data services	0	5	0	1	3	3	0	0	0	0	1	1	0	0	0	0	0	0	1	9	4
Maintain outside cable in support of wired data services				0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
Troubleshoot outside cable in support of wired data services				1	3	3	12	12	12	0	0	0	0	0	0	0	0	0	13	15	15

Ref	Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
	Upgrade outside cable in support of wired data services				0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
C.5.3.4.	**VTC/Video Services**																					
	Project Planning and Management																					
	A Project Completed				0	0	0	0	0	0	3	1	1				0	1	1	######	######	######
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted				0	0	0	0	0	0	0	0	0				0	1	1	0	1	1
	Install, Operate and Maintain Video Teleconferencing Services																			0	0	0
	Process FTS requests for VTC service.	35	55	60	0	0	0	24	132	144	50	55	70				0	160	200	109	402	474
	Process FTS Disconnect Orders for VTC services.				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Install Video Teleconferencing Equipment	3	0	0	0	0	0	0	1	0	4	1	2				0	15	15	7	17	17
	Resolve problems with Video Teleconferencing Equipment	2	6	5	8	6	8	0	0	0	50	30	20				0	40	50	60	82	83
	Perform PM on Video Teleconferencing Equipment	2	2	3	6	4	6	1	1	0	0	0	1				0	12	12	9	19	22
	De-install Video Teleconferencing Equipment				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Resolve desktop video teleconferencing equipment problems				0	0	0	0	0	0	0	0	0				0	11	12	0	11	12
	Move video teleconferencing equipment or services				10	24	36	0	0	0	40	45	50				0	1	1	50	70	87
	Add video teleconferencing equipment or services	1	0	0	0	0	0	0	1	0	4	1	2				0	0	0	5	2	2
	Change video teleconferencing equipment or services, including configuration modification.	15	10	5	0	0	0	0	0	0	5	0	3				0	1	2	20	11	10
	Delete video teleconferencing equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Provide user training for video teleconferencing equipment or services	60	75	65	0	0	0	0	1	0	5	6	8				0	10	15	65	92	88
	Move CCTV equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Add CCTV equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Change CCTV equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Delete CCTV equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Move surveillance systems equipment or services				0	0	0	0	0	0	0	9	10				0	11	12	0	20	22
	Add surveillance systems equipment or services	0	1	1	0	0	0	0	0	0	0	0	0				0	11	12	0	12	13

Ref	Description																					
	Change surveillance systems equipment or services				0	0	0	0	0	0	0	0	2				0	0	2	0	0	4
	Delete surveillance systems equipment or services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Move streaming video equipment				0	0	0	0	0	0	5	8	8				0	1	1	5	9	9
	Add streaming video equipment				0	0	0	0	0	0	2	0	1				0	1	1	2	1	2
	Change streaming video equipment				0	0	0	0	0	0	0	0	1				0	1	2	0	1	3
	Delete streaming video equipment				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
	Requests for video capture	2	2	4	6	10	10	0	0	0	6	10	15				0	15	25	14	37	54
	Requests for video archive	3	2	5	0	0	0	0	0	0	5	5	8				0	10	15	8	17	28
	Number of help desk requests in support of Video services				0	0	0	0	0	0	70	75	80				0	52	80	70	127	160
	Instances of unique applications related to video services				0	0	0	0	0	0	2	3	3				0	4	5	2	7	8
	Install inside cable in support of video services	0	2	0	0	5	4	0	0	0	8	1	2				0	1	2	8	9	8
	Maintain inside cable in support of video services	4	5	3	8	6	6	0	0	0	3	5	5				0	1	1	15	17	15
	Troubleshoot inside cable in support of video services	4	5	3	6	10	13	0	0	0	3	5	5				0	1	2	13	21	23
	Upgrade inside cable in support of video services	1	2	1	0	0	0	0	0	0	8	1	2				0	2	4	9	5	7
	Install outside cable in support of video services	0	1	0	0	0	0	0	0	0	0	0	0				0	0	0	0	1	0
	Maintain outside cable in support of video services	0	1	0	0	0	0	0	0	0	0	0	0				0	0	0	0	1	0
	Troubleshoot outside cable in support of video services	2	1	1	0	6	0	0	0	0	0	0	0				0	0	0	2	7	1
	Upgrade outside cable in support of video services				0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
C.5.3.5	**Radio Services and Support**																					
	Project Planning and Management																					
	The number of Radio Service or Support projects you plan,				100	50	10	0	0	0	43	43	43	4	12	0	0	0	0	147	105	53
	Install, Operate and Maintain Radio Services and Support																					
	Install, test and submit for acceptance new or upgraded systems				50	55	80	0	0	0	2	2	2	11	15		0	0	0	63	72	82
	Provide 'as built' documentation of system				50	55	80	0	0	0	0	0	0	0	0	0	0	0	0	50	55	80
	Resolve radio equipment problems				200	150	100	0	0	0	6	6	6	16	20	12	0	0	0	222	176	118
	Move mobile equipment				100	100	100	0	0	0	5	5	5	2	2	2	0	0	0	107	107	107
	Add mobile equipment				20	20	20	0	0	0	0	0	0	0	4	12	0	0	0	20	24	32
	Change mobile equipment				100	100	100	0	0	0	0	0	0	18	26	12	0	0	0	118	126	112
	De-install mobile equipment				100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	100	100	100
	Move base station equipment				20	10	10	0	0	0	0	0	0	0	0	2	0	0	0	20	10	12

Add base station equipment				10	5	5	0	0	0	0	0	0	1	0	2	0	0	0	11 5 7
Change base station equipment				20	20	20	0	0	0	0	0	0	2	1	2	0	0	0	22 21 22
De-install base station equipment				5	5	5	0	0	0	0	0	0	0	0	2	0	0	0	5 5 7
Move repeaters.				6	4	2	0	0	0	1	0	1	0	0	0	0	0	0	7 4 3
Add repeaters				6	4	10	0	0	0	1	1	1	0	0	10	0	0	0	7 5 21
Change repeaters				6	4	10	0	0	0	0	0	0	0	0	0	0	0	0	6 4 10
De-install repeaters				4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4 1 0
Move radio control consoles..				12	4	2	0	0	0	1	3	3	0	2	2	0	0	0	13 9 7
Add radio control consoles.				12	4	2	0	0	0	1	1	1	0	2	2	0	0	0	13 7 5
Change radio control consoles.				12	4	2	0	0	0	2	2	2	0	2	2	0	0	0	14 8 6
De-install radio control consoles.				10	5	5	0	0	0	0	0	0	0	0	2	0	0	0	10 5 7
Move data radios..				1	10	10	0	0	0	0	0	0	0	0	2	0	0	0	1 10 12
Add data radios.				2	170	23	0	0	0	0	0	0	0	2	2	0	0	0	2 172 25
Change data radios.				0	3	6	0	0	0	0	0	0	0	0	2	0	0	0	0 3 8
De-install data radios.				0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0 0 2
Move AM radios.				2	1	0	0	0	0	2	2	2	0	0	0	0	0	0	4 3 2
Add AM radios.				0	1	1	0	0	0	2	0	4	0	0	3	0	0	0	2 1 8
Change AM radios.				1	1	1	0	0	0	0	0	4	0	0	0	0	0	0	1 1 5
De-install AM radios.				1	0	1	0	0	0	0	0	4	0	0	3	0	0	0	1 0 8
Move FM radios.				50	50	50	0	0	0	2	2	4	0	0	0	0	0	0	52 52 54
Add FM radios.				200	200	50	0	0	0	2	0	2	0	0	3	0	0	0	202 200 55
Change FM radios.				200	200	500	0	0	0	0	0	0	0	0	3	0	0	0	200 200 503
De-install FM radios.				50	50	50	0	0	0	0	0	0	0	0	3	0	0	0	50 50 53
Move Public Service Broadcast or information radios.				0	0	0	0	0	0	4	4	4	0	0	0	0	0	0	4 4 4
Add Public Service Broadcast or information radios.				0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0 0 2
Change Public Service Broadcast or information radios.				0	0	0	0	0	0	4	4	4	0	0	0	0	0	0	4 4 4
De-install Public Service Broadcast or information radios.				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0 0
Move radio or microwave tower.				10	4	5	0	0	0	0	0	0	0	0	0	0	0	0	10 4 5
Add radio or microwave tower.				2	4	2	0	0	0	0	0	0	0	0	0	0	0	0	2 4 2
Change radio or microwave tower.				8	2	4	0	0	0	0	0	0	0	0	1	0	0	0	8 2 5
De-install radio or microwave tower.				2	0	0	0	0	0	0	0	2	0	0	1	0	0	0	2 0 3
Move radio control over IP device.				0	1	2	0	0	0	0	3	3	0	0	0	0	0	0	0 4 5
Add radio control over IP device.				0	1	20	0	0	0	0	0	3	0	0	0	0	0	0	0 1 23
Change radio control over IP device.				0	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0 4 5
De-install radio control over IP device.				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0 0
Move terminating equipment (MUX)				4	4	2	0	0	0	0	0	0	0	0	0	0	0	0	4 4 2

TECHNICAL EXHIBIT 2
Communications

Task																		
Add terminating equipment (MUX)	4	2	1	0	0	0	0	0	0	0	0	0	0	0	0	4	2	1
Change terminating equipment (MUX)	4	10	10	0	0	0	0	0	0	0	0	0	0	0	0	4	10	10
De-install terminating equipment (MUX)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Perform preventive maintenance on radio equipment	400	100	400	0	0	0	50	50	50	13	13	12	0	0	0	463	163	462
Remove and reinstall mobile radios for vehicle replacement	40	30	30	0	0	0	0	3	0	1	1	0	0	0	0	41	34	30
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	2	2	4	0	0	0	50	50	50	12	12	12	0	0	0	64	64	66
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	200	200	400	0	0	0	50	50	50	3	3	2	0	0	0	253	253	452
Radio Equipment and Spectrum XXI Information System (IS) support																		
Power systems installed	30	20	10	0	0	0	1	1	4	4	4	4	0	0	0	35	25	18
Power systems de-installed	0	2	2	0	0	0	0	0	0	3	3	3	0	0	0	3	5	5
Power systems moved	0	0	0	0	0	0	0	0	0	2	2	2	0	0	0	2	2	2
Tower inspections	3	3	3	0	0	0	2	2	2	2	2	2	2	2	2	9	9	9
Replace tower lighting	2	1	1	0	0	0	0	0	0	1	1	1	0	0	0	3	2	2
Request new frequency assignments.	0	0	50	0	0	0	4	4	4	0	2	0	4	12	12	8	18	66
Review existing frequency assignments (5-year update)	150	200	277	0	0	0	10	10	10	5	15	3	10	10	10	175	235	300
Report frequency interference	4	2	2	0	0	0	0	0	0	0	0	2	1	1	1	5	3	5
Interference cases investigated	10	5	3	0	0	0	0	0	0	0	0	1	0	0	0	10	5	4
Interference cases resolved	10	5	3	0	0	0	0	0	0	0	0	0	0	0	0	10	5	3
Gather and compile radio equipment contract requirements	2	2	2	0	0	0	0	0	0	1	3	2	0	0	0	3	5	4
Assist in the development of radio contract solicitation	1	0	0	0	0	0	0	5	5	1	3	2	0	0	0	2	8	7
Assist in evaluation of solicitation bids	1	1	1	0	0	0	0	0	0	1	3	2	0	0	0	2	4	3

PARAGRAPH NUMBER		CENWK			CENWO			CENWP			CENWS			CENWW			CENWD			CENWD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																					
C.5.3.1	Wireless Voice and Data																					
	Project Planning and Management																					
	Studies Submitted	33	33	33	0	0	1	9	8	14	0	0	0	2	3	3				44	44	51
	Consults Provided	0	0	0	1	1	2	116	118	138	0	0	0	5	2	3				122	121	143
	Business Cases prepared	1	1	1	4	2	2	9	9	23	0	0	0	2	1	2				16	13	28
	Design's created and submitted	38	34	33	3	1	2	94	96	111	0	0	0	0	0	0				135	131	146
	Test's conducted	4	2	1	3	4	5	464	468	992	0	0	0	0	0	0				471	474	998
	Certification's completed	0	0	0	4	3	3	19	19	548	0	0	0	156	168	168				179	190	719
	Project's created and submitted	55	47	33	1	1	3	91	94	99	0	0	0	0	0	0				147	142	135
	Wireless Voice and Data Services																					
	Routers installed	0	0	0	1	1	5	1	5	6	0	0	0	0	0	0				2	6	11
	Routers configured	0	0	0	0	0	5	3	4	15	0	0	0	0	0	0				3	4	20
	Routers deinstalled	0	0	0	0	1	0	1	1	1	0	0	0	0	0	0				1	2	1
	AP activated	0	0	0	4	2	22	3	10	21	0	0	0	0	0	0				7	12	43
	AP configured	0	0	0	0	0	20	9	17	29	0	0	0	0	0	0				9	17	49
	AP deactivated	0	0	0	0	0	0	3	2	2	0	0	0	0	0	0				3	2	2
	Pagers activated	0	0	0	0	0	0	26	3	3	21	2	0	0	1	4				47	6	7
	Pagers deactivated	0	0	0	0	0	0	4	3	3	11	1	0	3	1	3				18	5	6
	Mobile satellites activated	0	0	0	0	0	0	27	50	42	0	0	0	6	8	6				33	58	48
	Mobile satellites deactivated	0	0	0	0	0	0	7	5	8	0	0	0	0	1	0				7	6	8
	Cellular telephone activated	0	0	0	34	18	30	70	77	102	85	55	20	21	3	4				210	153	156
	Cellular telephone deactivated	0	0	0	10	6	12	36	23	38	18	12	8	4	2	2				68	43	60
	PDA activated	0	0	0	5	9	17	9	22	33	4	8	0	0	1	30				18	40	80
	PDA deactivated	0	0	0	0	0	0	8	8	11	0	0	0	0	0	5				8	8	16
	GPS activated	0	0	0	4	1	24	70	72	66	0	0	0	0	0	0				74	73	90
	GPS configured	0	0	0	10	12	16	39	47	63	0	0	0	0	0	0				49	59	79
	GPS deactivated	0	0	0	0	0	1	69	69	69	0	0	0	0	0	0				69	69	70
	Microwave radio activated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
	Microwave radio activated (digital)	0	0	0	2	3	2	0	12	61	0	0	18	0	0	0				2	15	81
	Microwave radio configured (analog)	19	14	13	60	60	60	0	1	0	0	0	0	0	0	0				79	75	73
	Microwave radio configured (digital)	0	0	0	1	2	2	0	24	84	0	0	0	0	0	0				1	26	86
	Microwave radio deactivated (analog)	0	1	0	1	0	0	0	0	12	0	0	18	0	0	0				1	1	30
	Microwave radio deactivated (digital)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0				0	1	0
	Microwave repeater installed (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
	Microwave repeater installed (digital)	0	0	0	0	0	0	0	0	60	0	0	0	0	0	0				0	0	60
	Microwave repeater configured (analog)	12	12	12	3	3	3	0	0	0	0	0	0	0	0	0				15	15	15
	Microwave repeater configured (digital)	0	0	0	0	0	0	0	0	60	0	0	0	0	0	0				0	0	60

Code	Description																Total		
	Microwave repeater deactivated (analog)	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	10
	Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	10
	Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	1	1	0	59	64	63	284	290	538	69	78	90	0	0	0	413	433	691
	Work Orders completed	0	0	0	59	68	62	280	289	537	69	76	90	0	0	0	408	433	689
	Add wireless data network component	21	6	7	2	30	8	1	18	525	0	0	0	0	0	10	24	54	550
	Remove wireless data network component	0	0	0	0	0	0	16	77	316	0	0	0	0	0	0	16	77	316
	Move wireless data network component	0	0	0	2	8	2	1	0	800	0	0	0	0	0	0	3	8	802
	Upgrade software wireless data network component	0	0	0	1	2	0	2	1	802	0	0	0	0	0	0	3	3	802
	Upgrade hardware wireless data network component	0	0	0	0	0	0	0	18	801	0	0	0	0	0	15	0	18	816
	Replace failed parts on wireless data network component	3	1	1	0	0	0	5	10	8	0	0	0	0	0	0	8	11	9
	Modify configuration of wireless data network component	0	0	0	1	2	5	2	3	803	0	0	0	0	0	0	3	5	808
	Troubleshoot wireless data network component	3	1	1	6	13	6	15	21	818	23	23	0	0	0	8	47	58	833
	Contact technical support for wireless data network component	26	11	11	5	10	5	2	10	12	0	0	0	0	0	4	33	31	32
	Add wireless data network component	12	12	12	0	12	32	1	3	82	0	0	0	0	0	4	13	27	130
	Provide modified documentation	2	2	2	1	2	4	1	1	17	0	0	0	0	0	2	4	5	25
	Provide unique service	25	13	2	0	0	0	0	0	13	0	0	0	0	0	0	25	13	15
C.5.3.2	**Voice Services (wired)**																		
	A Project Completed																		
	Replacement Plan for Wired Voice equipment Developed	33	33	33	100	105	90	2	2	3	0	16	9	0	0	0	135	156	135
	Develop Plans	33	33	33	5	5	4	4	6	8	0	0	0	0	0	0	42	44	45
	Develop Estimates	33	37	37	8	11	10	36	38	36	0	0	0	0	0	0	77	86	83
	Review submitted projects	33	37	37	16	20	15	9	9	9	0	0	0	0	0	0	58	66	61
	Perform Risk assessment	33	34	34	0	2	0	0	4	8	0	0	0	0	0	0	33	40	42
	Prepare documents for changes	33	34	34	51	78	56	14	14	14	0	0	0	0	0	0	98	126	104
	Test and evaluate plans	0	1	1	78	92	72	8	9	9	0	0	0	0	0	0	86	102	82
	Perform backup	0	1	1	73	72	68	14	14	14	0	0	0	0	0	0	87	87	83
	A Device and Service Provided																		
	Circuits troubleshot and troubles cleared	114	57	56	144	148	155	87	312	94	6	23	0	6	8	7	357	548	312
	Voice Circuit Installed	60	15	3	64	81	968	59	458	57	12	4	0	1	2	1	196	560	1029
	Voice Circuit Upgraded	6	4	15	26	68	46	78	420	894	4	0	0	0	0	3	114	492	958
	Voice Circuit Disconnected	121	51	37	35	76	944	12	404	14	2	0	0	0	0	3	170	531	998

TECHNICAL EXHIBIT 2
Communications

ISDN Circuit requested to be installed	0	3	1	5	6	7	6	0	10	0	8	0	0	0	2				11	17	20
ISDN Circuit requested to be disconnected	7	0	0	1	2	0	2	7	6	2	0	0	0	0	0				12	9	6
DSL Circuit requested to be installed	1	1	1	3	9	2	6	2	28	2	3	0	0	0	0				12	15	31
DSL Circuit Requested to be Disconnected	0	0	0	0	2	1	0	6	3	0	1	0	0	0	0				0	9	4
Cable Modem requested to be installed	0	0	0	5	8	8	22	25	36	1	3	0	1	0	2				29	36	46
DSL Circuit Requested to be Disconnected	0	0	0	4	4	3	0	5	8	0	0	0	0	0	0				4	9	11
Telephone service added	126	120	100	109	158	1009	100	502	104	77	71	68	24	12	12				436	863	1293
Telephone Service Moved	90	77	70	199	117	104	180	581	181	76	98	95	36	24	18				581	897	468
Telephone Service Changed	5	1	1	67	128	73	256	645	257	108	81	89	36	24	16				472	879	436
Telephone Service Deleted	242	10	30	45	97	72	50	447	56	14	11	6	36	24	20				387	589	184
Voicemail account moved	0	0	0	46	42	31	27	425	38	4	5	4	36	24	8				113	496	81
Voicemail account added	0	0	0	23	78	929	60	464	159	64	44	45	36	24	15				183	610	1148
Voicemail account Changed	222	207	182	62	88	56	84	551	93	35	38	41	36	24	12				439	908	384
Voicemail account De-installed	0	0	0	34	72	935	38	439	126	25	40	38	36	24	12				133	575	1111
Voicemail Menu Created	12	12	12	18	59	24	32	35	32	1	1	1	0	0	0				63	107	69
Voicemail Menu Modified	0	0	0	38	46	79	20	18	20	2	3	3	0	0	0				60	67	102
Voicemail System Backed Up	12	12	12	15	22	73	48	48	48	4	4	4	0	0	0				79	86	137
Switchboard Operator Calls Processed (District HQ)	5545	5039	5250	40080	38007	41100	15466	16070	16670	2400	2400	2400	1300	1300	1300				64791	62816	66720
Audio Conference Bridge Modified	0	0	0	0	0	0	205	210	216	0	0	0	0	0	0				205	210	216
PBX or Key System Installed	1	0	0	102	105	117	0	1	0	10	20	15	0	0	0				113	126	132
Preventative maintenance on a PBX or Key system performed	2	2	2	339	357	476	18	18	18	100	131	26	1	0	1				460	508	523
PBX or Key System backup performed	13	13	13	182	249	217	401	401	401	215	129	130	4	3	4				815	795	765
Problem on a PBX or Key System Resolved	62	82	51	5	15	5	395	1207	399	9	9	9	24	12	12				495	1325	476
PBX or Key System Program Change made	93	93	93	53	54	54	36	845	42	135	180	200	36	24	24				353	1196	413
Call accounting system Managed	0	0	0	109	110	110	280	280	268	0	0	0	0	0	0				389	390	378
Call Accounting Report generated	25	25	25	116	116	116	62	78	54	9	12	12	0	0	0				212	231	207
Backup of the call accounting system	25	25	25	7	57	16	36	36	36	10	7	7	0	0	0				78	125	84
Outside cable plant installed	11	7	6	45	42	40	7	9	7	10	17	16	0	0	0				73	75	69
Outside cable plant Maintained	5	5	5	27	67	30	21	23	21	6	4	4	0	0	0				59	99	60
Outside cable plant Troubleshot	20	20	20	9	108	12	56	56	56	22	15	16							107	199	104
Outside cable plant Upgraded	0	0	0	127	265	172	6	8	9	8	31	46	0	0	0				141	304	227
Inside cable plant installed	71	21	20	99	98	94	96	931	103	16	16	16	0	0	0				282	1066	233
Inside cable plant Maintained	12	12	12	112	127	118	34	37	34	20	18	21	36	24	12				214	218	197
Inside cable plant Troubleshot	14	14	14	91	180	211	141	925	134	4	14	22	42	30	18				292	1163	399
Inside cable plant Upgraded	0	0	0	301	276	247	32	843	43	31	28	31	0	0	0				364	1147	321

Code	Task																		
	Documentation of Alterations to Communications Infrastructure	56	55	55	592	566	511				2	2	2				650	623	568
C.5.3.3	**Data Services Wired**																		
	Planning and Management of Projects																		
	Develop network tactical, strategic, and project plans, including documentation.	11	12	17	6	6	6	16	19	21	18	15	18				51	52	62
	Develop network design plans including cost estimates.	15	17	22	17	17	15	43	43	44	8	10	8				83	87	89
	Review submitted projects, specifications and designs.	32	23	57	23	26	22	39	47	50	35	40	40				129	136	169
	Perform risk assessments for planned changes	6	6	10	26	26	26	13	13	13	5	7	6				50	52	55
	Prepare, plan and document planned configuration changes	29	40	54	152	152	152	27	26	26	5	8	10				213	226	242
	Test and evaluate planned configuration changes.	50	53	60	159	159	159	27	26	26	5	9	8				241	247	253
	Perform back-up of planned configuration change	103	99	110	141	141	141	303	303	303	6	8	7				553	551	561
	Support Operate and Maintain																		
	Troubleshoot and clear wired data circuit service problems	194	213	170	68	83	63	312	316	317	35	30	30				609	642	580
	Install wired data circuits	84	48	41	72	58	51	95	86	89	0	0	0				251	192	181
	Upgrade wired data circuits	113	33	26	15	20	20	7	5	5	0	0	0				135	58	51
	Request Wired data circuits disconnect	19	35	47	46	17	19	9	10	9	0	0	0				74	62	75
	Move Wired data circuits	53	55	73	42	14	14	40	49	31	0	0	0				135	118	118
	Update and maintain Network documentation	42	64	49	124	125	125	517	516	516	4	4	4				687	709	694
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	15	14	11	6	5	3	10	10	10	1	0	0.1				32	29	24
	Remove routers from your network	9	5	6	2	1	2	8	7	7	0	1	0.1				19	14	15
	Move routers on your network	0	12	3	3	4	3	0	0	0	0	1	0				3	17	6
	Upgrade the software on your routers	107	139	102	28	28	28	120	120	120	3	2	2				258	289	252
	Upgrade the hardware on your routers	4	9	19	13	13	11	3	3	3	3	0	0				23	25	33
	Replace failed hardware components on your routers	1	5	3	8	6	13	3	3	3	0	0	0				12	14	19
	Modify the configuration of the routers on your network	75	121	104	82	82	94	248	248	248	40	40	40				445	491	486
	Troubleshoot router problems	58	74	52	134	145	144	42	42	42	135	105	85				369	366	323
	Contact technical support for router problems	25	21	24	42	55	54	7	7	7	12	10	8				86	93	93
	Perform preventive maintenance on routers	242	282	234	48	39	42	51	51	51	26	26	26				367	398	353
	Add switches to your network (layer 2 and 3 switches)	28	50	32	29	28	32	40	39	41	4	6	7				101	123	112

TECHNICAL EXHIBIT 2
Communications

Task															
Remove switches from your network	7	10	10	9	16	31	21	21	21	1	0	1	38	47	63
Move switches on your network	8	17	8	10	11	19	5	5	5	2	2	2	25	35	34
Upgrade the software on your switches	37	13	49	39	41	30	242	242	242	3	2	2	321	298	323
Upgrade the hardware on your switches	0	0	0	10	136	17	5	5	5	2	2	2	17	143	24
Replace failed hardware components on your switches	7	4	7	1	4	4	3	3	3	1	0	0	12	11	14
Modify the configuration of the switches on your network	56	50	55	21	25	29	311	311	311	260	230	200	648	616	595
Troubleshoot switch problems	70	77	79	28	30	30	34	34	34	30	130	30	162	271	173
Contact technical support for switch problems	42	53	44	7	8	10	5	5	5	6	30	10	60	96	69
Perform preventive maintenance on switches	119	122	117	26	23	26	51	51	51	12	12	12	208	208	206
Add hubs to your network	12	21	17	20	20	15	10	8	7	5	4	2	47	53	41
Remove hubs from your network	12	14	9	3	9	5	21	21	21	1	1	0	37	45	35
Move hubs on your network	11	9	9	3	5	2	4	3	3	2	2	2	20	19	16
Upgrade the software on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	3	2	0	0	0	0	0	0	0	0	0	0	3	2	0
Modify the configuration on the hubs on your network	5	5	9	0	0	0	0	0	0	0	0	0	5	5	9
Troubleshoot hub problems	15	16	20	9	11	9	5	5	5	25	25	12	54	57	46
Contact technical support for hub problems	7	4	8	5	2	2	0	0	0	2	1	0	14	7	10
Perform preventive maintenance on hubs	22	22	35	3	3	3	0	0	0	6	6	6	31	31	44
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	4	6	4	5	6	7	17	17	17	6	4	4	32	33	32
Remove DSU/CSU from your network	3	2	0	2	4	7	11	11	11	6	2	2	22	19	20
Move DSU/CSU on your network	2	3	4	2	4	4	3	3	3	0	2	0	7	12	11
Upgrade the software on your DSU/CSU	0	1	0				0	0	0	0	0	0	0	1	0
Upgrade your DSU/CSU	0	1	2				0	0	0	0	0	0	0	1	2
Replace failed DSU/CSU	5	1	0	1		2	0	0	0	0	1	0	6	2	2
Modify the configuration on DSU/CSU	2	3	1	0			0	0	0	1	1	1	3	4	2
Troubleshoot DSU/CSU problems	19	13	10	5	10	9	0	0	0	4	1	1	28	24	20
Contact technical support for DSU/CSU problems	4	3	3	4	4	4	0	0	0	2	1	0	10	8	7
Add CODEC's to your network	0	0	0		2	4	0	0	0	0	0	0	0	2	4
Remove CODEC's from your network	0	0	0	0			0	0	0	0	0	0	0	0	0

Task															
Move CODEC'S on your network	0	0	0				0	0	0	0	0	0	0	0	0
Upgrade the software on your CODEC'S	0	0	0		1	2	0	0	0	0	0	0	0	1	2
Upgrade the hardware on your CODEC'S	0	0	0				0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S	0	0	0				0	0	0	0	0	0	0	0	0
Modify the configuration of the CODEC'S on your network	0	0	0		3	5	0	0	0	0	0	0	0	3	5
Troubleshoot CODEC'S problems	0	0	0				0	0	0	0	0	0	0	0	0
Contact technical support for CODEC'S problems	0	0	0				0	0	0	0	0	0	0	0	0
Perform preventive maintenance on CODEC'S	0	0	0				0	0	0	0	0	0	0	0	0
Add sensors to your network	0	0	0	26	26	26	0	0	0	6	6	40	32	32	66
Remove sensors from your network	0	0	0	24	24	24	0	0	0	0	0	0	24	24	24
Move sensors on your network	0	0	0	28	28	28	0	0	0	0	0	0	28	28	28
Upgrade the software on your sensors	0	0	0	8	8	9	0	0	0	0	0	0	8	8	9
Upgrade the hardware on your sensors	0	0	0	2	2	3	0	0	0	0	0	0	2	2	3
Replace failed hardware components on your sensors	0	0	0	12	12	12	0	0	0	0	0	0	12	12	12
Modify the configuration of the sensors on your network	0	0	0	12	12	12	0	0	0	2	2	2	14	14	14
Troubleshoot sensor problems	6	6	6	12	12	12	0	0	0	8	25	35	26	43	53
Contact technical support for sensor problems	6	6	6				0	0	0	1	1	15	7	7	21
Perform preventive maintenance on sensors	0	0	0	6	6	6	0	0	0	1	1	1	7	7	7
Add monitors/displays to your network	17	26	17	5	9	13	23	20	18	0	2	1	45	57	49
Remove monitors/displays from your network	12	12	12	1	1	1	23	20	18	0	0	1	36	33	32
Move monitors/displays on your network	20	20	20	1	1	6	7	6	6	0	0	0	28	27	32
Upgrade the software on your monitors/displays	1	1	1	0	4	4	0	0	0	0	2	1	1	7	6
Upgrade the hardware on your monitors/displays	0	0	0	5	6	6	0	0	0	0	1	1	5	7	7
Replace failed hardware components on your monitors/displays	0	0	0	9	9	10	0	0	0	0	0	0	9	9	10
Modify the configuration of the monitors/displays on your network	23	23	13	9	15	15	0	0	0	6	12	12	38	50	40
Troubleshoot monitors/displays problems	20	22	29	11	17	17	6	3	7	3	6	10	40	48	63
Contact technical support for monitors/displays problems	1	1	1	1	1	1	2	1	3	0	2	4	4	5	9

Task	T1	T2	T3	A1	A2	A3	B1	B2	B3	C1	C2	C3	D1	D2	D3
Perform preventive maintenance on monitors/displays	5	5	10	1	1	1	0	0	0	4	12	24	10	18	35
Add video input device to your network	2	4	30	5	13	19	0	0	0	0	0	30	7	17	79
Remove video input device from your network	0	0	0				0	0	0	0	0	0	0	0	0
Move video input device on your network	1	1	21	2	2	5	0	0	0	0	0	0	3	3	26
Upgrade the software on your video input device	0	0	21	1	0	4	0	0	0	0	0	0	1	0	25
Upgrade the hardware on your video input device	1	1	22	3	0	4	0	0	0	0	0	0	4	1	26
Replace failed hardware components on your video input device	1	5	21	6	6	10	0	0	0	0	0	0	7	11	31
Modify the configuration of the video input device on your network	2	2	23	2	9	12	0	0	0	0	0	30	4	11	65
Troubleshoot video input device problems	6	8	29	9	17	19	0	0	0	0	0	20	15	25	68
Contact technical support for video input device problems	2	2	6	4	1	3	0	0	0	0	0	15	6	3	24
Perform preventive maintenance on video input device	3	4	83	26	28	31	0	0	0	0	0	35	29	32	149
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	17	8	9	10	9	9	1	1	1	3	2	2	31	20	21
Remove faxes from your network	2	1	4	9	9	9	1	1	1	3	2	2	15	13	16
Move faxes on your network	6	6	8	8	9	9	0	0	0	3	2	2	17	17	19
Upgrade the software on your faxes	2	2	4			0	0	0	0	0	0	0	2	2	4
Replace failed hardware components on your faxes	6	4	9	1	1	1	0	0	0	3	2	2	10	7	12
Modify the configuration of the faxes on your network	4	6	6	5	5	5	0	0	0	0	0	0	9	11	11
Troubleshoot fax problems	14	17	20	7	6	6	0	0	0	16	16	16	37	39	42
Contact technical support for fax problems	7	8	12	2	1	1	0	0	0	0	0	0	9	9	13
Perform preventive maintenance on faxes	5	8	18	77	77	77	0	0	0	4	4	4	86	89	99
Perform preventive maintenance on emergency wired data network components	2	2	2	37	37	37	0	0	0	0	0	0	39	39	39
Add other types of wired data network components	20	31	37	22	47	10	21	21	21	2	0	0	65	99	68
Remove other types of wired data network components	6	14	8	10	11	12	5	5	5	1	0	0	22	30	25
Move other types of wired data network components	29	37	48				7	7	7	4	2	2	40	46	57

	Upgrade software on other types of wired data network components				60	60	60														
								2	2	5	3	3	3	3	0	0			68	65	68
	Upgrade hardware on other types of wired data network components				20	20	22														
										6	0	0	0	0	0	0			20	20	28
	Replace failed parts on other types of wired data network components				32	33	30														
								11	10	9	0	0	0	0	0	0			43	43	39
	Modify configuration of other types of wired data network components				30	30	30														
								1	1	1	7	7	7	2	0	0			40	38	38
	Troubleshoot other types of wired data network components				73	104	131														
								22	22	22	189	189	189	2	0	0			286	315	342
	Contact technical support for other types of wired data network components				44	53	57														
								1	1	1	3	3	3	0	0	0			48	57	61
	Perform preventive maintenance on other types of wired data network components				42	45	60														
								4	4	4	0	0	0	0	0	0			46	49	64
	Provide modified documentation after new installs/upgrades for other types of wired data network components				43	45	50														
								14	14	14	17	17	17	1	0	0			75	76	81
	Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.				28	41	47														
								4	4	4	0	0	0	0	0	0			32	45	51
	Provide user training for wired data services				128	128	166														
								2	2	2	26	26	26	0	0	0			156	156	194
	Number of help desk requests in support of wired data services				40	52	62														
								60	60	60	903	811	869	520	520	520			1523	1443	1511
	Install inside cable in support of wired data services				56	50	61														
								82	59	56	148	137	137	18	24	24			304	270	278
	Maintain inside cable in support of wired data services				38	39	46														
								18	22	20	75	66	67	18	18	18			149	145	151
	Troubleshoot inside cable in support of wired data services				101	85	93														
								29	29	31	51	51	51	52	52	52			233	217	227
	Upgrade inside cable in support of wired data services				43	24	40														
								15	19	18	9	9	9	0	0	1			67	52	68
	Install outside cable in support of wired data services				5	87	214														
								14	14	14	0	0	0	0	0	0			19	101	228
	Maintain outside cable in support of wired data services				70	84	96														
								10	10	10	0	0	0	0	0	0			80	94	106
	Troubleshoot outside cable in support of wired data services				88	101	116														
								13	13	13	0	0	0	36	24	24			137	138	153
	Upgrade outside cable in support of wired data services				3	4	17														
								9	9	9	0	0	0	0	0	0			12	13	26
C.5.3.4.	**VTC/Video Services**																				
	Project Planning and Management																				

TECHNICAL EXHIBIT 2
Communications

Task																		
A Project Completed	31	28	32	0	1	0	3	5	4				0	0	0	34	34	36
An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	28	30	28	0	0	0	4	6	4				0	0	0	32	36	32
Install, Operate and Maintain Video Teleconferencing Services																0	0	0
Process FTS requests for VTC service.	150	150	150	27	36	45	3	2	4	140	184	215	0	0	0	320	372	414
Process FTS Disconnect Orders for VTC services.	0	0	0	0	0	0	1	0	0	2	2	5	0	0	0	3	2	5
Install Video Teleconferencing Equipment	0	1	0	0	0	0	3	2	15	0	13	4	0	2	0	3	18	19
Resolve problems with Video Teleconferencing Equipment	12	12	12	0	0	0	3	3	13	64	65	71	18	10	8	97	90	104
Perform PM on Video Teleconferencing Equipment	1	1	1	0	0	0	4	4	20	34	29	38	12	8	8	51	42	67
De-install Video Teleconferencing Equipment	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	3	1
Resolve desktop video teleconferencing equipment problems	6	3	3	0	2	0	4	4	8	5	11	12	18	10	8	33	30	31
Move video teleconferencing equipment or services	0	0	0	0	0	0	2	2	6	2	5	9	10	6	2	14	13	17
Add video teleconferencing equipment or services	0	1	0	0	0	0	0	0	11	1	2	5	1	1	0	2	4	16
Change video teleconferencing equipment or services, including configuration modification.	0	0	0	0	0	0	2	4	10	0	4	8	6	2	0	8	10	18
Delete video teleconferencing equipment or services	0	0	0	0	0	0				0	0	3	0	2	0	0	2	3
Provide user training for video teleconferencing equipment or services	0	0	0	29	36	45			8	55	59	73	18	18	24	102	113	150
Move CCTV equipment or services	2	0	1	0	0	0	0	2	6	0	0	0	0	0	0	2	2	7
Add CCTV equipment or services	2	1	1	0	0	0	0	14	16	0	0	0	0	0	0	2	15	17
Change CCTV equipment or services	0	0	0	0	0	0		2	4	0	0	0	0	0	0	0	2	4
Delete CCTV equipment or services	0	0	0	0	0	0		4	3	0	0	0	0	0	0	0	4	3
Move surveillance systems equipment or services	0	0	0	0	0	0	2	4	12	0	0	0	0	0	0	2	4	12
Add surveillance systems equipment or services	31	0	0	0	0	0	0	14	17	0	0	0	1	0	40	32	14	57
Change surveillance systems equipment or services	0	0	0	0	0	0	5	16	20	0	0	0	1	0	0	6	16	20
Delete surveillance systems equipment or services	0	0	0	0	0	0		4	3	0	0	0	0	0	1	0	4	4
Move streaming video equipment	0	0	0	0	0	0	3	11	15	0	0	0	0	0	0	3	11	15
Add streaming video equipment	0	0	0	0	0	1	1	4	1	0	1	0	0	0	0	1	5	2

Change streaming video equipment	0	0	0	0	0	0				0	5	5	0	0	0	0	5	5
Delete streaming video equipment	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0
Requests for video capture	0	0	0	0	0	6	9	24	30	0	0	140	0	0	1	9	24	177
Requests for video archive	0	0	0	0	0	6	0	17	24	12	22	164	0	0	0	12	39	194
Number of help desk requests in support of Video services	0	0	0	0	0	2	177	262	265	37	32	0	21	33	45	235	327	312
Instances of unique applications related to video services	2	3	4	0	0	0				0	0	0	0	0	0	2	3	4
Install inside cable in support of video services	1	1	1	0	0	0	0	14	18	4	5	4	4	2	0	9	22	23
Maintain inside cable in support of video services	0	0	0	0	0	4	17	27	38	0	0	0	4	2	2	21	29	44
Troubleshoot inside cable in support of video services	0	0	0	0	0	6	1	2	2	4	12	12	4	4	4	9	18	24
Upgrade inside cable in support of video services	0	0	0	0	0	0	0	2	2	4	0	0	0	0	0	4	2	2
Install outside cable in support of video services	0	0	0	0	0	1		2	12	0	0	0	0	0	0	0	2	13
Maintain outside cable in support of video services	0	0	0	0	0	0	9	17	26	0	0	0	0	0	0	9	17	26
Troubleshoot outside cable in support of video services	0	0	0	0	0	0		2	5	0	0	0	0	0	0	0	2	5
Upgrade outside cable in support of video services	0	0	0	0	0	0		1		0	0	0	0	0	0	0	1	0
C.5.3.5 Radio Services and Support																		
Project Planning and Management																		
The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support	55	46	45	0	6	5	187	200	214	8	68	36	3	5	30	253	325	330
Install, test and submit for acceptance new or upgraded systems	0	1	1	52	24	45	92	116	85	24	10	10	0	0	30	168	151	171
Provide 'as built' documentation of system	24	24	24	21	38	28	91	97	30	0	0	0	0	0	30	136	159	112
Resolve radio equipment problems	152	133	129	159	153	163	316	391	280	109	66	72	20	32	50	756	775	694
Move mobile equipment	61	14	31	63	63	63	51	62	52	13	7	10	0	0	0	188	146	156
Add mobile equipment	70	76	93	46	50	52	33	22	67	14	6	10	0	0	0	163	154	222
Change mobile equipment	17	12	1	24	19	15	50	15	15	3	6	5	0	1	0	94	53	36
De-install mobile equipment	129	70	104	44	46	46	47	2	11	4	3	2	0	0	0	224	121	163
Move base station equipment	22	17	21	1	1	3	3	0	2	9	2	2	3	1	1	38	21	29
Add base station equipment	2	0	0	0	1	1	16	13	16	4	1	2	0	0	0	22	15	19
Change base station equipment	22	20	21	1	31	2	13	17	18	20	12	12	0	0	0	56	80	53
De-install base station equipment	16	18	1	0	0	0	9	7	8	15	1	6	0	0	0	40	26	15
Move repeaters.	0	0	0	0	0	0			12	1	0	0	0	0	0	1	0	12
Add repeaters	1	0	4	0	0	0	87	6	21	5	8	6	0	0	0	93	14	31
Change repeaters	20	20	20	3	3	3	1	38	20	22	8	12	0	0	0	46	69	55
De-install repeaters	0	0	0	0	20	0		27	12	7	7	6	0	0	0	7	54	18

Move radio control consoles..	2	1	1	6	5	3	4	5	1	0	1	0	0	0	0							12	12	5
Add radio control consoles.	1	1	1	6	2	2	4	3	5	3	1	2	0	0	0							14	7	10
Change radio control consoles.	1	2	0	15	14	7	5	4	3	8	2	6	0	0	0							29	22	16
De-install radio control consoles.	2	0	0	1	0	0	0	25	6	7	1	4	0	0	0							10	26	10
Move data radios..	1	0	0	0	0	0	19	19	319	0	0	0	0	0	0							20	19	319
Add data radios.	1	0	0	0	1	1	82	33	540	0	0	0	0	0	0							83	34	541
Change data radios.	1	0	0	25	25	25	6	110	539	32	19	24	0	0	0							64	154	588
De-install data radios.	0	0	0	0	0	0		80	300	0	0	0	0	0	0							0	80	300
Move AM radios.	1	1	0	0	0	0				0	0	0	0	0	0							1	1	0
Add AM radios.	0	1	0	1	0	0				0	0	0	0	0	0							1	1	0
Change AM radios.	0	0	0	11	10	1				0	0	0	0	0	0							11	10	1
De-install AM radios.	21	0	2	0	0	0				0	0	0	0	0	0							21	0	2
Move FM radios.	0	0	0	15	16	15				0	0	0	0	0	0							15	16	15
Add FM radios.	0	0	0	2	12	11				0	0	0	0	0	0							2	12	11
Change FM radios.	0	0	0	3	4	8				0	0	0	0	0	0							3	4	8
De-install FM radios.	0	0	0	15	21	17				0	0	0	0	0	0							15	21	17
Move Public Service Broadcast or information radios.	0	0	0	0	0	1				0	0	0	0	0	0							0	0	1
Add Public Service Broadcast or information radios.	0	0	0	0	1	1				0	0	0	0	0	0							0	1	1
Change Public Service Broadcast or information radios.	3	0	0	20	21	20				0	0	0	0	0	0							23	21	20
De-install Public Service Broadcast or information radios.	0	0	0	0	1	0				0	0	0	0	0	0							0	1	0
Move radio or microwave tower.	2	1	0	0	0	1				0	0	0	0	0	0							2	1	1
Add radio or microwave tower.	0	0	0	0	0	0		1	7	0	0	0	0	0	0							0	1	7
Change radio or microwave tower.	1	2	0	0	0	1	9	5	23	0	0	3	0	0	0							10	7	27
De-install radio or microwave tower.	0	0	4	0	0	0				0	0	0	0	0	0							0	0	4
Move radio control over IP device.	0	0	0	0	0	0			52	0	0	0	0	0	0							0	0	52
Add radio control over IP device.	0	1	12	0	0	5	0	1	537	2	0	0	0	0	0							2	2	554
Change radio control over IP device.	0	0	0	0	0	0			525	0	0	0	0	0	0							0	0	525
De-install radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0							0	0	0
Move terminating equipment (MUX)	3	1	1	4	2	0	3	5	10	1	1	1	0	0	0							11	9	12
Add terminating equipment (MUX)	1	4	7	4	4	2	6	8	10	1	0	0	0	0	0							12	16	19
Change terminating equipment (MUX)	1	0	0	4	3	0	6	3	10	14	13	12	0	0	0							25	19	22
De-install terminating equipment (MUX)	1	0	0	5	0	0			16	0	0	3	0	0	0							6	0	19
Perform preventive maintenance on radio equipment	30	30	30	58	47	57	776	787	849	149	114	220	3	3	3							1016	981	1159

Task																				Total	
Remove and reinstall mobile radios for vehicle replacement	163	112	41	58	79	61	60	40	84	11	6	6	0	1	0				292	238	192
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	77	77	83	207	207	205	753	769	1356	0	0	0	0	0	10				1037	1053	1654
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	369	128	63	128	123	121	225	331	160	564	315	300	10	15	35				1296	912	679
Radio Equipment and Spectrum XXI Information System (IS) support																					
Power systems installed	0	0	0	0	1	0	109	127	443	0	7	6	0	0	0				109	135	449
Power systems de-installed	0	0	0	0	0	0	31	31	37	0	2	0	0	0	0				31	33	37
Power systems moved	0	0	0	0	0	0	29	29	29	0	2	13	0	0	0				29	31	42
Tower inspections	40	40	48	29	28	30	18	20	36	7	7	6	0	0	0				94	95	120
Replace tower lighting	1	0	0	5	5	7				0	0	24	0	0	0				6	5	31
Request new frequency assignments.	0	0	0	12	25	10		9	28	0	26	48	0	20	5				12	80	91
Review existing frequency assignments (5-year update)	20	20	24	201	200	200	1	2	2	7	28	24	40	40	40				269	290	290
Report frequency interference	0	0	0	0	0	0			2	0	0	0	0	0	0.1				0	0	2
Interference cases investigated	12	3	0	0	0	0	1	1	2	0	1	1	2	3	3				15	8	6
Interference cases resolved	12	3	0	0	0	0	11	1	1	0	1	1	2	3	3				25	8	5
Gather and compile radio equipment contract requirements	34	10	2	7	8	9	10	9	10	21	14	12	2	10	3				74	51	36
Assist in the development of radio contract solicitation	34	10	2	3	3	3	5	3	6	22	15	12	2	10	3				66	41	26
Assist in evaluation of solicitation bids	100	78	46	7	7	7	5	7	8	4	3	3	2	10	3				118	105	67

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER		CEPOA			CEPOH			CEPOD			CEPOD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	**Communications**												
C.5.3.1	**Wireless Voice and Data**												
	Project Planning and Management												
	Studies Submitted	3	1	2	0	1	1		1	2	3	3	5
	Consults Provided	3	0	2	36	36	36		1	1	39	37	39
	Business Cases prepared	3	1	2	0	0	0				3	1	2
	Design's created and submitted	3	1	2	0	1	1			2	3	2	5
	Test's conducted	2	1	2	0	1	1			2	2	2	5
	Certification's completed	2	1	2	0	1	1			2	2	2	5
	Project's created and submitted	2	1	2	0	1	2		1	2	2	3	6
	Wireless Voice and Data Services												
	Routers installed	1	0	2	0	1	0		0	0	1	1	2
	Routers configured	1	0	1	0	1	0		0	0	1	1	1
	Routers deinstalled	1	0	2	0	0	0		0	0	1	0	2
	AP activated	1	0	2	0	1	0		0	1	1	1	3
	AP configured	1	0	2	0	1	0			1	1	1	3
	AP deactivated	1	0	2	0	0	0		0	0	1	0	2
	Pagers activated	0	0	0	27	10	5		0	0	27	10	5
	Pagers deactivated	12	4	0	5	5	5		0	0	17	9	5
	Mobile satellites activated	2	2	3	12	12	12		0	0	14	14	15
	Mobile satellites deactivated	0	0	0	12	12	12		0	0	12	12	12
	Cellular telephone activatec		10	10	30	30	30		1	3	30	41	43
	Cellular telephone deactivated	5	5	5	5	5	5			2	10	10	12
	PDA activated	0	3	3	0	35	35			2	0	38	40
	PDA deactivated	0	0	2	0	0	0		0	0	0	0	2
	GPS activated	0	0	0	20	33	40		0	2	20	33	42
	GPS configured	0	0	0	20	33	40		0	2	20	33	42
	GPS deactivated	0	0	0	20	33	40			2	20	33	42
	Microwave radio activated (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio activated (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio configured (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio configured (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio deactivated (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio deactivated (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater installed (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater installed (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater configured (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater configured (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater deactivated (analog)	0	0	0	0	0	0		0	0	0	0	0

	Microwave repeater deactivated (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater deinstalled (digital)	0	0	0	0	0	0		0	0	0	0	0
	Work Orders Submitted	10	20	30	24	24	24		2	4	34	46	58
	Work Orders completed	10	20	30	24	24	24		2	4	34	46	58
	Add wireless data network component	1	0	1	24	24	24		0	0	25	24	25
	Remove wireless data network component	0	0	0	24	24	24		0	0	24	24	24
	Move wireless data network component	0	0	3	96	96	96		0	0	96	96	99
	Upgrade software wireless data network component	0	0	4	1	1	1		0	0	1	1	5
	Upgrade hardware wireless data network component	0	0	4	0	0	0		0	0	0	0	4
	Replace failed parts on wireless data network component	0	0	1	0	0	0		0	0	0	0	1
	Modify configuration of wireless data network component	1	0	1	24	24	24		0	0	25	24	25
	Troubleshoot wireless data network component	0	0	0	24	24	24		0	0	24	24	24
	Contact technical support for wireless data network component	0	0	0	1	1	1		3	4	1	4	5
	Add wireless data network component	1	0	1	24	24	24		0	0	25	24	25
	Provide modified documentation	1	0	3	1	1	1		0	0	2	1	4
	Provide unique service								0	0	0	0	0
C.5.3.2	**Voice Services (wired)**												
	A Project Completed												
	Replacement Plan for Wired Voice equipment Developed	0	0	0	40	45	50		1	1	40	46	51
	Develop Plans	0	0	0	26	27	27	0	0	0	26	27	27
	Develop Estimates	0	0	0	60	40	60	0	0	0	60	40	60
	Review submitted projects	0	0	0	80	60	80	0	0	0	80	60	80
	Perform Risk assessment	0	0	0	10	11	11	0	0	0	10	11	11
	Prepare documents for changes	0	0	0	10	11	11	0	0	0	10	11	11
	Test and evaluate plans	0	0	0	10	11	11	0	0	0	10	11	11
	Perform backup	49	48	49	20	22	22	0	0	0	69	70	71
	A Device and Service Provided												
	Circuits troubleshot and troubles cleared	2	2	0	12	12	12	0	0	0	14	14	12
	Voice Circuit Installed	0	0	0	5	5	5	0	0	0	5	5	5
	Voice Circuit Upgraded	0	0	0	0	0	0	0	0	0	0	0	0
	Voice Circuit Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
	ISDN Circuit requested to be installed	2	3		8	8	8	4	0	1	14	11	9
	ISDN Circuit requested to be disconnected	2	0	0	0	0	0	0	0	0	2	0	0
	DSL Circuit requested to be installed	8	1	2	0	0	3	0	0	0	8	1	5

TECHNICAL EXHIBIT 2
Communications

DSL Circuit Requested to be Disconnected		0	0	0	0	0	0	0	0	0	0	0	0
Cable Modem requested to be installed		1	1	2	10	15	30	1	0	1	12	16	33
DSL Circuit Requested to be Disconnected		0	0	0	0	0	0	0	0	0	0	0	0
Telephone service added		0	0	0	200	75	130	0	0	0	200	75	130
Telephone Service Moved		0	0	0	250	450	200	0	0	0	250	450	200
Telephone Service Changed		0	0	0	101	70	90	0	0	0	101	70	90
Telephone Service Deleted		0	0	0	80	30	60	0	0	0	80	30	60
Voicemail account moved		627	624	624	420	431	445	0	0	0	1047	1055	1069
Voicemail account added		627	621	624	0	0	0	0	0	0	627	621	624
Voicemail account Changed		627	621	624	0	0	0	0	0	0	627	621	624
Voicemail account De-installed		209	209	208	0	0	0	0	0	0	209	209	208
Voicemail Menu Created					1	0	0	0	0	0	1	0	0
Voicemail Menu Modified					1	5	5	0	0	0	1	5	5
Voicemail System Backed Up		52	52	52	0	0	0	0	0	0	52	52	52
Switchboard Operator Calls Processed (District HQ)		0	0	0	0	0	0	0	0	0	0	0	0
Audio Conference Bridge Modified		0	0	0	8	10	14	0	0	0	8	10	14
PBX or Key System Installed		0	0	0	0	0	0	0	0	0	0	0	0
Preventative maintenance on a PBX or Key system performed					0	0	0	0	0	0	0	0	0
PBX or Key System backup performed		52	52	52	0	0	0	0	0	0	52	52	52
Problem on a PBX or Key System Resolved		208	208	208	0	0	0	0	0	0	208	208	208
PBX or Key System Program Change made		208	208	208	0	0	0	0	0	0	208	208	208
Call accounting system Managed		208	208	208	0	0	0	0	0	0	208	208	208
Call Accounting Report generated		4	4	4	600	600	600	0	0	0	604	604	604
Backup of the call accounting system		365	365	365	0	0	0	0	0	0	365	365	365
Outside cable plant installed					0	0	0	0	0	0	0	0	0
Outside cable plant Maintained					0	0	0	0	0	0	0	0	0
Outside cable plant Troubleshot					0	0	0	0	0	0	0	0	0
Outside cable plant Upgraded					0	0	0	0	0	0	0	0	0
Inside cable plant installed					300	600	600	2	2	2	302	602	602
Inside cable plant Maintained		209	209	209	156	156	156	24	24	24	389	389	389
Inside cable plant Troubleshot					150	150	150	2	2	2	152	152	152
Inside cable plant Upgraded					0	0	75	0	0	0	0	0	75

	Documentation of Alterations to Communications Infrastructure				52	52	52	2	2	2	54	54	54
C.5.3.3	**Data Services Wired**												
	Planning and Management of Projects												
	Develop network tactical, strategic, and project plans, including documentation	16	10	12	144	180	216	0	0	0	160	190	228
	Develop network design plans including cost estimates.	14	9	12	80	80	80	0	0	0	94	89	92
	Review submitted projects, specifications and designs.	1	2		120	120	120	0	0	0	121	122	120
	Perform risk assessments for planned changes	16	10	12	120	120	120	0	0	0	136	130	132
	Prepare, plan and document planned configuration changes	19	16	18	80	80	80	0	0	0	99	96	98
	Test and evaluate planned configuration changes.	19	16	18	80	80	80	0	0	0	99	96	98
	Perform back-up of planned configuration change	14	13	13	80	80	80	0	0	0	94	93	93
	Support Operate and Maintain							0	0	0			
	Troubleshoot and clear wired data circuit service problems	12	12	12	144	144	144	6	6	6	162	162	162
	Install wired data circuits	8	6	6	12	12	12	0	0	0	20	18	18
	Upgrade wired data circuits	1	2		2	2	5	0	0	0	3	4	5
	Request Wired data circuits disconnect	1	3	4	0	0	0	0	0	0	1	3	4
	Move Wired data circuits	1	2	2	2	2	2		33	52	3	37	56
	Update and maintain Network documentation	24	24	24	120	120	120	0	0	0	144	144	144
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	6	4	4	3	3	3	0	0	0	9	7	7
	Remove routers from your network	4	3	3	0	0	3	0	0	0	4	3	6
	Move routers on your network	0	2	0	3	3	3	0	0	0	3	5	3
	Upgrade the software on your routers	6	6	6	3	3	3	0	0	0	9	9	9
	Upgrade the hardware on your routers	0	1	3	4	4	4	0	0	0	4	5	7
	Replace failed hardware components on your routers	1	1	1	1	1	1	0	0	0	2	2	2
	Modify the configuration of the routers on your network	4	7	6	10	10	10	0	0	0	14	17	16
	Troubleshoot router problems	3	3	3	120	120	120	0	0	0	123	123	123
	Contact technical support for router problems	0	1	1	240	240	240	4	4	4	244	245	245
	Perform preventive maintenance on routers	6	6	6	300	300	300	0	0	0	306	306	306

TECHNICAL EXHIBIT 2
Communications

Task												
Add switches to your network (layer 2 and 3 switches)	12	12	12	24	24	48	0	0	0	36	36	60
Remove switches from your network	6	6	6	24	24	48	0	0	0	30	30	54
Move switches on your network	6	6	6	20	25	30	0	0	0	26	31	36
Upgrade the software on your switches	6	6	6	3	3	3		1	1	9	10	10
Upgrade the hardware on your switches	9	4	7	0	0	3	0	0	0	9	4	10
Replace failed hardware components on your switches	10	3	6	10	10	20	0	2	0	20	15	26
Modify the configuration of the switches on your network	6	6	6	120	225	1200	0	2	0	126	233	1206
Troubleshoot switch problems	2	2	2	540	720	2400	12	12	12	554	734	2414
Contact technical support for switch problems	2	1	2	36	50	100	4	4	4	42	55	106
Perform preventive maintenance on switches	6	6	6	300	300	300	4	4	4	310	310	310
Add hubs to your network	4	4	4	7	7	7	0	0	0	11	11	11
Remove hubs from your network	6	4		7	7	7	0	0	0	13	11	7
Move hubs on your network	4	4	4	0	0	0	0	0	0	4	4	4
Upgrade the software on your hubs	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration on the hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot hub problems	1	1	1	0	0	0	0	0	0	1	1	1
Contact technical support for hub problems	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on hubs	0	0	0	0	0	0	0	0	0	0	0	0
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	7	2		5	5	5	0	0	0	12	7	5
Remove DSU/CSU from your network	5	2	3	0	0	0	0	0	0	5	2	3
Move DSU/CSU on your network	1	3	2	0	6	0	0	0	0	1	9	2
Upgrade the software on your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade your DSU/CSU	0	0	0	2	2	2	0	0	0	2	2	2
Replace failed DSU/CSU	2	0	1	1	2	1	0	0	0	3	2	2
Modify the configuration on DSU/CSU	2	2	2	0	0	0	0	0	0	2	2	2
Troubleshoot DSU/CSU problems	8	6	6	1	2	1	0	0	0	9	8	7
Contact technical support for DSU/CSU problems	6	6	5	1	2	1	0	0	0	7	8	6

Add CODEC's to your network	5	0	2	0	0	0	0	0	0	5	0	2
Remove CODEC's from your network	0	0	0	0	0	0	0	0	0	0	0	0
Move CODEC'S on your network	24	24	24	0	0	0	0	0	0	24	24	24
Upgrade the software on your CODEC'S	4	4	4	0	0	0	0	0	0	4	4	4
Upgrade the hardware on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the CODEC'S on your network	12	12	12	0	0	0	0	0	0	12	12	12
Troubleshoot CODEC'S problems	4	4	4	0	0	0	0	0	0	4	4	4
Contact technical support for CODEC'S problems	2	2	1	0	0	0	0	0	0	2	2	1
Perform preventive maintenance on CODEC'S	16	16	16	0	0	0	0	0	0	16	16	16
Add sensors to your network	48	0	2	120	5	5	0	0	0	168	5	7
Remove sensors from your network	0	0	0	0	0	0	0	0	0	0	0	0
Move sensors on your network	2	2	2	0	0	0	0	0	0	2	2	2
Upgrade the software on your sensors	0	1	1	0	0	0	0	0	0	0	1	1
Upgrade the hardware on your sensors	0	1	1	0	0	0	0	0	0	0	1	1
Replace failed hardware components on your sensors	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the sensors on your network	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot sensor problems				30	2	0	0	0	0	30	2	0
Contact technical support for sensor problems				30	2	0	0	0	0	30	2	0
Perform preventive maintenance on sensors				12	12	12	0	0	0	12	12	12
Add monitors/displays to your network	2	2	2	1	2	2	0	0	1	3	4	5
Remove monitors/displays from your network	2	1	1	0	0	0	0	0	0	2	1	1
Move monitors/displays on your network	2	1	2	0	0	0	0	0	0	2	1	2
Upgrade the software on your monitors/displays	3	1	3	0	0	2	0	0	0	3	1	5
Upgrade the hardware on your monitors/displays	3	3	3	0	0	0	0	0	0	3	3	3
Replace failed hardware components on your monitors/displays	1	1	1	0	0	0	0	0	0	1	1	1
Modify the configuration of the monitors/displays on your network	24	24	24	0	0	5	0	0	0	24	24	29

Troubleshoot monitors/displays problems	6	4	6	0	0	5	0	0	0	6	4	11
Contact technical support for monitors/displays problems	2	2	1	0	0	5	0	0	2	2	2	8
Perform preventive maintenance on monitors/displays	48	48	48	12	12	12	0	0	0	60	60	60
Add video input device to your network	2	0	1	1	1	2	0	0	0	3	1	3
Remove video input device from your network	0	0	0	0	2	2	0	0	0	0	2	2
Move video input device on your network	0	1	1	0	1	2	0	0	0	0	2	3
Upgrade the software on your video input device	0	1	0	1	2	2	0	0	0	1	3	2
Upgrade the hardware on your video input device	1	0	1	0	0	3	0	0	0	1	0	4
Replace failed hardware components on your video input device	0	2	0	0	1	0	0	0	0	0	3	0
Modify the configuration of the video input device on your network	0	3		2	3	2	0	0	0	2	6	2
Troubleshoot video input device problems	0	3	0	3	5	5	0	0	0	3	8	5
Contact technical support for video input device problems	4	3		3	5	5	0	0	0	7	8	5
Perform preventive maintenance on video input device	6	6	6	12	12	12	0	0	0	18	18	18
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)				10	14	16	0	0	0	10	14	16
Remove faxes from your network				8	10	14	0	0	0	8	10	14
Move faxes on your network				2	4	6	0	0	0	2	4	6
Upgrade the software on your faxes				0	0	0	0	0	0	0	0	0
Replace failed hardware components on your faxes				1	1	1	0	0	2	1	1	3
Modify the configuration of the faxes on your network				10	12	14	0	0	0	10	12	14
Troubleshoot fax problems				50	60	70	4	4	4	54	64	74
Contact technical support for fax problems				5	5	5	4	4	4	9	9	9
Perform preventive maintenance on faxes				12	12	12	4	4	4	16	16	16
Perform preventive maintenance on emergency wired data network components	12	12	12	12	12	12	0	0	0	24	24	24
Add other types of wired data network components	13	14	12	20	30	60	0	0	0	33	44	72
Remove other types of wired data network components	3	2	2	0	2	0	0	0	0	3	4	2

Description												
Move other types of wired data network components	4	4	4	0	0	2	0	0	0	4	4	6
Upgrade software on other types of wired data network components	0	0	0	0	0	0	0	0	1	0	0	1
Upgrade hardware on other types of wired data network components	0	0	0	0	0	0	0	0	1	0	0	1
Replace failed parts on other types of wired data network components	2	0	2	0	0	0	0	0	0	2	0	2
Modify configuration of other types of wired data network components	4	4	4	30	40	70	0	0	0	34	44	74
Troubleshoot other types of wired data network components	2	1	1	20	40	40	4	4	4	26	45	45
Contact technical support for other types of wired data network components	2	1	2	15	20	25	4	4	4	21	25	31
Perform preventive maintenance on other types of wired data network components	0	1	4	25	30	35	12	12	12	37	43	51
Provide modified documentation after new installs/upgrades for other types of wired data network components	4	4	4	10	15	30	0	0	0	14	19	34
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.				140	170	225	0	0	0	140	170	225
Provide user training for wired data services				30	30	30	0	0	0	30	30	30
Number of help desk requests in support of wired data services	30	36		300	600	600	624	624	624	954	1260	#######
Install inside cable in support of wired data services	3	37	40	150	300	300	0	0	0	153	337	340
Maintain inside cable in support of wired data services		10	12	90	90	100	0	0	0	90	100	112
Troubleshoot inside cable in support of wired data services		24		200	250	300	4	4	4	204	278	304
Upgrade inside cable in support of wired data services	3	13	4	7	2	1	0	0	0	10	15	5
Install outside cable in support of wired data services	1	0	1	7	1	1	0	0	0	8	1	2
Maintain outside cable in support of wired data services	0	0	0	7	1	1	0	0	0	7	1	1
Troubleshoot outside cable in support of wired data services	6	4	3	2	2	2	0	0	0	8	6	5

	Upgrade outside cable in support of wired data services	0	0	1	0	0	2				0	0	3
C.5.3.4	**VTC/Video Services**												
	Project Planning and Management												
	A Project Completed		2		0	0	2	0	0	1	0	2	3
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted		1		0	2	0	0	1	0	0	4	0
	Install, Operate and Maintain Video Teleconferencing Services												
	Process FTS requests for VTC service.	31	30	31	8	16	24	0	0	0	39	46	55
	Process FTS Disconnect Orders for VTC services.				8	0	0	0	0	0	8	0	0
	Install Video Teleconferencing Equipment		2		2	0	3	0	0	0	2	2	3
	Resolve problems with Video Teleconferencing Equipment	1			16	20	24	12	12	12	29	32	36
	Perform PM on Video Teleconferencing Equipment	42	42	43	50	50	50	4	4	4	96	96	97
	De-install Video Teleconferencing Equipment				1	0	0	0	0	0	1	0	0
	Resolve desktop video teleconferencing equipment problems				5	5	5	0	0	0	5	5	5
	Move video teleconferencing equipment or services	31	30	31	140	48	200			1	171	78	232
	Add video teleconferencing equipment or services				15	27	70	0	0	0	15	27	70
	Change video teleconferencing equipment or services, including configuration modification.				155	75	270	0	0	0	155	75	270
	Delete video teleconferencing equipment or services				0	0	0	0	0	0	0	0	0
	Provide user training for video teleconferencing equipment or services	1	1	0	25	20	70	0	0	0	26	21	70
	Move CCTV equipment or services				0	0	0	0	0	0	0	0	0
	Add CCTV equipment or services						1	1	0	0	1	0	1
	Change CCTV equipment or services				0	0	0	0	0	0	0	0	0
	Delete CCTV equipment or services				0	0	0	0	0	0	0	0	0
	Move surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems equipment or services	0	1	0	9	9	9	0	0	0	9	10	9

Ref	Item												
	Change surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0
	Delete surveillance systems equipment or services	0	0	0	1	1	1	0	0	0	1	1	1
	Move streaming video equipment				0	0	0	0	0	0	0	0	0
	Add streaming video equipment				1	1	3	0	0	0	1	1	3
	Change streaming video equipment				1	1		0	0	0	0	1	1
	Delete streaming video equipment				0	0	0	0	0	0	0	0	0
	Requests for video capture							0	0	0	0	0	0
	Requests for video archive							0	0	0	0	0	0
	Number of help desk requests in support of Video services	31	30	31	25	7	100	144	144	144	200	181	275
	Instances of unique applications related to video services	31	30	31	22	26	40	72	72	72	125	128	143
	Install inside cable in support of video services				16	16	32	0	0	0	16	16	32
	Maintain inside cable in support of video services	115	114	115	16	16	32	0	0	0	131	130	147
	Troubleshoot inside cable in support of video services	281	280	281	50	50	50	12	12	12	343	342	343
	Upgrade inside cable in support of video services				0	0	16	0	0	0	0	0	16
	Install outside cable in support of video services				0	0	0	0	0	0	0	0	0
	Maintain outside cable in support of video services				0	0	0	0	0	0	0	0	0
	Troubleshoot outside cable in support of video services				0	0	0	0	0	0	0	0	0
	Upgrade outside cable in support of video services				0	0	0	0	0	0	0	0	0
C.5.3.5	**Radio Services and Support**												
	Project Planning and Management												
	The number of Radio Service or Support projects you plan,	1	1	2	2	2	2	0	0	0	3	3	4
	Install, Operate and Maintain Radio Services and Support												
	Install, test and submit for acceptance new or upgraded systems		2		2	2	2	0	0	0	2	4	2
	Provide 'as built' documentation of system		1		0	0	0	0	0	0	0	1	0
	Resolve radio equipment problems			0	1	1	1	0	0	0	1	1	1
	Move mobile equipment		0		4	4	4	0	0	0	4	4	4
	Add mobile equipment		0		0	0	1	0	0	0	0	0	1
	Change mobile equipment		0		0	0	0	0	0	0	0	0	0
	De-install mobile equipment		0		2	2	2	0	0	0	2	2	2
	Move base station equipment		1		4	4	4	0	0	0	4	5	4

Add base station equipment	2	1	0	0	0	0	0	0	0	2	1
Change base station equipment	0		0	0	0	0	0	0	0	0	0
De-install base station equipment	1		2	2	2	0	0	0	2	3	2
Move repeaters.	0		2	2	2	0	0	0	2	2	2
Add repeaters	0		1	1	1	0	0	0	1	1	1
Change repeaters	0		0	0	0	0	0	0	0	0	0
De-install repeaters	0		2	2	2	0	0	0	2	2	2
Move radio control consoles..	1		4	4	4	0	0	0	4	5	4
Add radio control consoles.	0		0	0	0	0	0	0	0	0	0
Change radio control consoles.	0		0	0	0	0	0	0	0	0	0
De-install radio control consoles.			2	2	2	0	0	0	2	2	2
Move data radios..			0	0	0	0	0	0	0	0	0
Add data radios.			0	0	0	0	0	0	0	0	0
Change data radios.			0	0	0	0	0	0	0	0	0
De-install data radios.			0	0	0	0	0	0	0	0	0
Move AM radios.			0	0	0	0	0	0	0	0	0
Add AM radios.			0	0	0	0	0	0	0	0	0
Change AM radios.			0	0	0	0	0	0	0	0	0
De-install AM radios.			0	0	0	0	0	0	0	0	0
Move FM radios.			0	0	0	0	0	0	0	0	0
Add FM radios.			0	0	0	0	0	0	0	0	0
Change FM radios.			0	0	0	0	0	0	0	0	0
De-install FM radios.			0	0	0	0	0	0	0	0	0
Move Public Service Broadcast or information radios.			0	0	0	0	0	0	0	0	0
Add Public Service Broadcast or information radios.			0	0	0	0	0	0	0	0	0
Change Public Service Broadcast or information radios.			0	0	0	0	0	0	0	0	0
De-install Public Service Broadcast or information radios.			0	0	0	0	0	0	0	0	0
Move radio or microwave tower.	1		0	0	0	0	0	0	0	1	0
Add radio or microwave tower.			0	0	0	0	0	0	0	0	0
Change radio or microwave tower.	1		0	0	0	0	0	0	0	1	0
De-install radio or microwave tower.	0		0	0	0	0	0	0	0	0	0
Move radio control over IP device.			0	0	0	0	0	0	0	0	0
Add radio control over IP device.			0	0	0	0	0	0	0	0	0
Change radio control over IP device.			0	0	0	0	0	0	0	0	0
De-install radio control over IP device.			0	0	0	0	0	0	0	0	0
Move terminating equipment (MUX)			0	0	0	0	0	0	0	0	0

Task												
Add terminating equipment (MUX)				0	0	0	0	0	0	0	0	0
Change terminating equipment (MUX)				0	0	0	0	0	0	0	0	0
De-install terminating equipment (MUX)				0	0	0	0	0	0	0	0	0
Perform preventive maintenance on radio equipment	4			0	0	0	0	0	0	0	4	0
Remove and reinstall mobile radios for vehicle replacement				0	0	0	0	0	0	0	0	0
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	102			0	0	0	0	0	0	0	102	0
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	25	25	50	0	0	0	0	0	0	25	25	50
Radio Equipment and Spectrum XXI Information System (IS) support												
Power systems installed	1			2	2	2	0	0	0	2	3	2
Power systems de-installed	0			2	2	2	0	0	0	2	2	2
Power systems moved	0			4	4	4	0	0	0	4	4	4
Tower inspections	2			0	0	0	0	0	0	0	2	0
Replace tower lighting	0			0	0	0	0	0	0	0	0	0
Request new frequency assignments.	2			0	0	0	0	0	0	0	2	0
Review existing frequency assignments (5-year update)	1			0	0	0	0	0	0	0	1	0
Report frequency interference	0			0	0	0	0	0	0	0	0	0
Interference cases investigated	0			0	0	0	0	0	0	0	0	0
Interference cases resolved	0			0	0	0	0	0	0	0	0	0
Gather and compile radio equipment contract requirements	0			0	0	0	0	0	0	0	0	0
Assist in the development of radio contract solicitation	0			0	0	0	0	0	0	0	0	0
Assist in evaluation of solicitation bids	0			0	0	0	0	0	0	0	0	0

PARAGRAPH NUMBER		CESAC			CESAJ			CESAJCERP			CESAJIMC			CESAM			CESAS			CESAW			CESAD			CESAD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	**Communications**																											
C.5.3.1	**Wireless Voice and Data**																											
	Project Planning and Management																											
	Studies Submitted	3	3	3	6	6	6							0	1	10	0	0	2	3	3	3	6	6	6	18	19	30
	Consults Provided	5	5	5	240	240	240							2	2	2	0	0	0	50	50	50	6	6	8	303	303	305
	Business Cases prepared	3	3	3	13	16	20							1	1	1	0	0	2	16	16	16	2	2	3	35	38	45
	Design's created and submitted	2	2	2	13	16	20							1	1	1	0	0	2	16	16	16	2	2	3	34	37	44
	Test's conducted	2	1	2	6	6	6							0	1	1	0	0	2	16	20	16	2	2	3	26	30	30
	Certification's completed	2	2	2	60	60	60							0	1	1	0	0	2	240	240	200	2	2	3	304	305	268
	Project's created and submitted	2	2	2	6	6	6							0	1	2	0	0	2	2	2	2	2	2	3	12	13	17
	Wireless Voice and Data Services																											
	Routers installed	0	0	1	0	0	0							0	0	3	0	0	2	1	0	1	0	0	0	1	0	7
	Routers configured	0	0	2	0	0	0							0	0	3	0	0	2	1	0	1	0	0	0	1	0	8
	Routers deinstalled	0	0	2	0	0	0							0	0	0	0	0	2	0	0	0	0	0	0	0	0	4
	AP activated	0	0	2		3	3							0	0	0	0	0	20	2	2	2	2	1	6	4	6	33
	AP configured	0	0	2		3	3							0	0	7	0	0	20	5	5	5	2	1	6	7	9	43
	AP deactivated	0	0	0	0	0	0							0	0	0	0	0	0	0	1	2	0	0	0	0	1	2
	Pagers activated	0	0	0	0	0	0							1	0	0	0	0	0	0	0	1	0	0	0	1	0	1
	Pagers deactivated	0	0	0	10	10	5							0	30	12	0	0	0	0	2	5	0	0	0	10	42	22
	Mobile satellites activated	0	0	0	5	0	0							1	2	1	0	0	0	2	2	2	0	0	0	8	4	3
	Mobile satellites deactivated	0	0	0	0	0	0							1	0	0	0	0	0	1	1	1	0	0	0	2	1	1
	Cellular telephone activated	20	20	20	351	48	48							45	88	22	50	350	50	240	288	360	6	25	36	712	819	536
	Cellular telephone deactivated	20	20	20	351	48	48							4	35	98	50	250	50	60	60	60	6	5	7	491	418	283
	PDA activated	1	1	5	110	23	10							3	90	111	0	35	12	4	74	240	18	21	24	136	244	402
	PDA deactivated	0	0	0	110	6	12							1	12	12	0	2	5	0	0	60	5	8	21	116	28	110
	GPS activated	0	0	0	2	307	2							0	0	0	0	0	0	4	3	10	24	0	0	30	310	12
	GPS configured	0	0	0	2	0	0							0	0	0	0	0	0	4	3	10	24	0	0	30	3	10
	GPS deactivated	0	0	0	0	0	0							0	0	0	0	0	0	0	0	11	0	0	0	0	0	11
	Microwave radio activated (analog)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave radio activated (digital)	0	0	0	0	0	0							0	6	0	0	0	0	0	0	1	0	0	0	0	6	1
	Microwave radio configured (analog)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave radio configured (digital)	0	0	0	0	0	0							0	6	0	0	0	0	0	0	1	0	0	0	0	6	1
	Microwave radio deactivated (analog)	0	0	0	0	0	0							10	6	0	0	0	0	0	0	1	0	0	0	10	6	1
	Microwave radio deactivated (digital)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave repeater installed (analog)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (digital)	0	0	0	0	0	0							0	6	0	0	0	0	0	0	0	0	0	0	0	6	0
	Microwave repeater configured (analog)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (digital)	0	0	0	0	0	0							0	6	0	0	0	0	0	0	0	0	0	0	0	6	0

Microwave repeater deactivated (analog)	0	0	0	0	0	0	10	6	0	0	0	0	0	0	0	0	0	0	10	6	0
Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Microwave repeater deinstalled (analog)	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	6	0
Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Orders Submitted			0	660	660	660	14	13	4	0	0	0	350	400	500	45	42	62	1069	1115	1226
Work Orders completed	0	0	0	660	660	660	14	13	4	0	0	0	350	400	500	45	42	62	1069	1115	1226
Add wireless data network component	0	5	3	3	4	5	100	40	40	0	0	2	2	2	2	0	0	4	105	51	56
Remove wireless data network component	0	0	0	4	4	4	10	20	20	0	0	0	2	2	2	0	0	0	16	26	26
Move wireless data network component	0	0	0	4	4	6	0	0	0	0	0	0	2	2	2	0	0	0	6	6	8
Upgrade software wireless data network component	0	3	4	0	0	1	0	0	0	0	0	0	1	1	1	0	0	4	1	4	10
Upgrade hardware wireless data network component	0	0	0	0	0	1	10	20	20	0	0	0	1	1	1	0	0	4	11	21	26
Replace failed parts on wireless data network component	0	1	1	60	60	60	0	0	0	0	0	0	4	4	4	0	0	0	64	65	65
Modify configuration of wireless data network component	0	2	1	4	4	6	20	10	10	0	0	0	5	5	5	0	0	4	29	21	26
Troubleshoot wireless data network component	0	2	2	4	4	6	10	10	10	0	0	0	5	5	5	0	0	4	19	21	27
Contact technical support for wireless data network component	0	2	2	0	0	0	20	10	10	0	0	0	1	1	1	0	0	4	21	13	17
Add wireless data network component	0	0	0			1	0	0	0	0	0	0	1	1	1	0	0	6	1	1	8
Provide modified documentation	0	0	0	1	0	1	0	0	0	0	0	0	1	1	1	0	0	10	2	1	12
Provide unique service	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	0	0	10	2	2	12
C.5.3.2 Voice Services (wired)																					
A Project Completed																					
Replacement Plan for Wired Voice equipment Developed	2	2	2	12	12	12	5	4	4	0	0	0	1	1	1	2	3	3	22	22	22
Develop Plans	2	2	2	12	12	12	1	1	1	0	0	0	5	5	5	6	6	8	26	26	28
Develop Estimates	2	2	2	12	12	12	10	10	10	6	6	6	5	5	5	2	3	3	37	38	38
Review submitted projects	1	1	1	12	12	12	10	10	10	6	6	6	1	1	1	2	3	3	32	33	33
Perform Risk assessment	1	1	1	12	12	12	5	4	4	0	0	0	0	0	1	3	6	6	21	23	24
Prepare documents for changes	1	1	1	600	600	600	5	4	4	300	300	300	360	360	360	3	9	5	1269	1274	1270
Test and evaluate plans	2	2	2	600	600	600	0	0	0	0	0	0	0	0	0	3	6	5	605	608	607
Perform backup	2	2	2	365	365	365	0	0	0	12	12	12	264	264	264	0	0	5	643	643	648
A Device and Service Provided																					
Circuits troubleshot and troubles cleared	72	72	72	72	72	72	250	236	266	120	120	120	60	63	60	16	25	25	590	588	615
Voice Circuit Installed	1	1	1	12	12	12	140	70	70	36	36	36	20	20	20	6	6	6	215	145	145
Voice Circuit Upgraded	0	0	1	2	2	2	0	0	0	10	10	10	20	20	20	5	6	6	37	38	39
Voice Circuit Disconnected	0	0	0	4	4	4	140	70	70	48	48	48	20	20	20	3	4	4	215	146	146

ISDN Circuit requested to be installed	1	3	1	2	2	2				6	3	3	2	2	2	0	12	3	2	2	0	13	24	11
ISDN Circuit requested to be disconnected	0	0	0	0	0	0				0	0	0	2	2	2	0	0	3	1	0	0	3	2	5
DSL Circuit requested to be installed	0	0	0	1	0	0				0	0	0	2	2	2	0	0	1	0	0	0	3	2	3
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0				0	0	0	2	2	2	0	0	1	0	0	0	2	2	3
Cable Modem requested to be installed	0	2	1	0	0	0				0	0	0	1	1	1	0	0	1	0	0	0	1	3	3
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0				0	0	0	1	1	1	0	0	1	0	0	0	1	1	2
Telephone service added	12	12	12	134	121	144				64	85	80	36	36	36	24	24	24	5	4	4	275	282	300
Telephone Service Moved	12	12	12	133	202	180				135	148	152	300	300	300	168	222	170	4	4	6	752	888	820
Telephone Service Changed	12	12	12	575	614	600				21	42	41				70	77	70	19	20	17	697	765	740
Telephone Service Deleted	4	4	4	120	120	120				60	77	80	36	36	36	17	21	15	4	4	4	241	262	259
Voicemail account moved	2	2	2	24	24	24				0	0	0	0	0	0	4	4	4	3	1	3	33	31	33
Voicemail account added	20	20	20	101	122	122				13	33	14	12	12	12	10	10	10	6	6	8	162	203	186
Voicemail account Changed	0	0	0	360	360	360				2	2	2	36	36	36	24	31	24	6	6	10	428	435	432
Voicemail account De-installed	20	20	20	120	120	120				3	4	5	36	36	36	5	4	5	11	11	12	195	195	198
Voicemail Menu Created	0	0	0	3	3	3				1	2	2	0	0	0	0	0	1	0	0	4	4	5	10
Voicemail Menu Modified	0	0	0	3	3	3				0	0	0	0	0	0	10	12	12	2	3	5	15	18	20
Voicemail System Backed Up	2	2	2	365	365	365				270	360	360	0	0	0	264	264	264	0	0	0	901	991	991
Switchboard Operator Calls Processed (District HQ)	2400	2400	2400	0	0	0				0	0	0	0	0	0	720	720	720	0	0	0	3120	3120	3120
Audio Conference Bridge Modified	0	0	0	1052	1285	1500				0	0	0	12	12	12	240	240	240	12	12	12	1316	1549	1764
PBX or Key System Installed	0	0	0	4	1	4				2	2	2	0	0	0	0	0	1	0	0	0	6	3	7
Preventative maintenance on a PBX or Key system performed	36	36	36	12	14	12				0	0	0	12	12	12	4	4	4	0	0	0	64	66	64
PBX or Key System backup performed	3	3	3	365	365	365				0	0	0	12	12	12	360	360	360	0	0	0	740	740	740
Problem on a PBX or Key System Resolved	36	36	36	48	48	48				5	5	5	60	60	60	4	4	6	0	0	0	153	153	155
PBX or Key System Program Change made	12	12	12	3	3	3				0	0	0	300	300	300	12	12	12	0	0	0	327	327	327
Call accounting system Managed	12	12	12	240	240	240				0	0	0	12	12	12	12	12	12	0	0	0	276	276	276
Call Accounting Report generated	12	12	12	48	48	48				0	0	0	12	12	12	12	12	12	12	12	12	96	96	96
Backup of the call accounting system	12	12	12	365	365	365				0	0	0	12	12	12	12	12	12	0	0	0	401	401	401
Outside cable plant installed	0	0	0	12	12	12				0	0	0	0	0	0	5	12	4	0	0	0	17	24	16
Outside cable plant Maintained	0	0	0	24	24	24				4	4	4	0	0	0	72	72	72	0	0	0	100	100	100
Outside cable plant Troubleshot	0	0	0	24	24	24				4	4	4	0	0	0	0	6	3	0	0	0	28	34	31
Outside cable plant Upgraded	0	0	0	4	4	4				1	0	0	0	0	0	0	1	1	0	0	0	5	5	5
Inside cable plant installed	0	0	0	48	48	48				2	1	1	12	12	12	191	180	65	10	15	20	263	256	146

	Inside cable plant Maintained	0	0	0	96	96	96							0	0	0	12	12	12	4800	4800	4800	12	12	20	4920	4920	4928
	Inside cable plant Troubleshot	0	0	0	96	96	96							20	25	25	0	0	0	50	50	50	3	4	3	169	175	174
	Inside cable plant Upgraded	0	0	0	12	8	12							0	0	0	2	2	2	12	15	400	1	5	10	27	30	424
	Documentation of Alterations to Communications Infrastructure	0	0	0	12	12	12							4	4	4				12	12	12	12	8	10	40	36	38
C.5.3.3	**Data Services Wired**																											
	Planning and Management of Projects																											
	Develop network tactical, strategic, and project plans, including documentation.	0	0	0	12	12	12	58	63	60	21	53	80	6	6	6	6	6	6	2	3	3	2	2	3	107	145	170
	Develop network design plans including cost estimates.	0	0	0	12	12	12	4	2	3	12	23	16	12	12	12	3	3	3	2	2	2	4	5	6	49	59	54
	Review submitted projects, specifications and designs.	0	0	0	12	12	12	4	2	3	10	14	19	12	12	12	3	3	3	2	2	2	2	2	4	45	47	55
	Perform risk assessments for planned changes	0	0	0	12	12	12	48	52	48	7	5	42	12	12	12	0	0	0	4	4	4	4	5	6	87	90	124
	Prepare, plan and document planned configuration changes	0	0	0	12	13	12	48	34	48	6	7	48	36	36	36	0	0	0	4	4	4	4	5	5	110	99	153
	Test and evaluate planned configuration changes.	0	0	0	13	12	12	12	12	12	15	23	36	36	36	36	0	0	0	4	4	4	4	5	6	84	92	106
	Perform back-up of planned configuration change	0	0	0	12	12	12	12	12	12	4	6	48	12	12	12	0	0	0	0	0	4	4	5	6	44	47	94
	Support Operate and Maintain																											
	Troubleshoot and clear wired data circuit service problems	0	0	0	24	24	24	192	268	312	0	36	72	60	60	60	6	6	6	20	22	26	7	9	10	309	425	510
	Install wired data circuits	0	0	0	6	6	6	3	0	1	0	36	72	2	2	6	2	2	2	0	0	2	2	3	2	15	49	91
	Upgrade wired data circuits	0	0	0	19	4	4	0	0	1	0	36	72	6	6	6	2	2	2	0	0	1	0	3	4	27	51	90
	Request Wired data circuits disconnect	0	0	0	22	4	10	2	0	1	0	0	12	2	2	2	2	2	2	0	1	1	4	0	2	32	9	30
	Move Wired data circuits	0	0	0	12	12	12	0	0	0	0	0	12	0	0	0	1	1	1	1	1	1	0	1	1	14	15	27
	Update and maintain Network documentation	0	0	0	8	8	4	43	42	48	0	37	42	12	12	12	12	12	12	12	12	12	6	10	15	93	133	145
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	0	0	0	8	8	4	12	12	12	0	0	12	2	0	1	2	2	2	0	1	1	2	1	3	26	24	35
	Remove routers from your network	0	0	0	1	3	0	1	1	1	0	0	12	0	2	0	2	2	2	0	0	1	2	0	2	6	8	18
	Move routers on your network	0	0	0	12	12	20	1	1	1	0	0	12	0	1	0	2	2	2	0	1	1	0	0	2	15	17	38
	Upgrade the software on your routers	1	1	1	12	8	12	15	24	40	0	0	4	10	47	47	1	1	1	0	0	8	4	4	4	43	85	117
	Upgrade the hardware on your routers	0	0	0	1	3	2	9	12	31	0	0	0	5	7	7	1	1	1	0	0	4	3	4	6	19	27	51
	Replace failed hardware components on your routers	1	1	1	0	0	1	1	0	1	0	0	0	2	1	2	1	1	1	0	0	2	3	1	2	8	4	10

Modify the configuration of the routers on your network	2	2	2	32	38	16	38	32	48	0	0	6	48	48	48	0	0	0	10	16	20	6	7	6	136	143	146
Troubleshoot router problems	4	4	4	28	25	24	15	21	12	0	0	12	24	24	24	0	0	0	12	12	12	10	9	10	93	95	98
Contact technical support for router problems	3	3	3	0	0	0	3	0	0	0	0	6	12	12	12	1	1	1	2	2	2	3	4	4	24	22	28
Perform preventive maintenance on routers	3	3	3	12	12	12	6	60	9	0	0	24	36	36	36	0	0	0	4	4	4	12	112	12	73	227	100
Add switches to your network (layer 2 and 3 switches)	0	0	0	30	34	31	3	0	0	6	5	2	22	17	6	0	0	0	7	7	6	3	1	4	71	64	49
Remove switches from your network	0	0	0	5	8	4	0	0	2	0	0	0	0	0	0	0	0	0	4	5	9	0	1	2	9	14	17
Move switches on your network	0	0	0	12	12	12	2	7	2	0	0	6	3	4	4	0	0	0	1	1	1	0	0	0	18	24	25
Upgrade the software on your switches	10	10	10	12	8	12	4	4	6	0	0	2	3	15	15	0	0	0	12	29	36	5	6	6	46	72	87
Upgrade the hardware on your switches	0	0	0	2	3	1	0	0	3	0	0	0	2	3	3	0	0	0	0	0	15	2	3	4	6	9	26
Replace failed hardware components on your switches	2	2	2	0	0	1	0	0	1	0	0	0	4	3	3	1	1	1	3	2	2	1	0	2	11	8	12
Modify the configuration of the switches on your network	24	24	24	60	55	16	28	53	96	12	12	12	23	27	24	0	0	0	20	20	12	6	4	5	173	195	189
Troubleshoot switch problems	48	48	48	1200	1200	1200	12	12	12	0	0	24	12	8	8	0	0	0	3	3	3	5	4	5	1280	1275	1300
Contact technical support for switch problems	60	60	60	8	4	1	0	0	0	0	0	72	2	4	1	1	1	1	0	0	1	4	2	4	75	71	140
Perform preventive maintenance on switches	0	0	0	12	12	12	24	24	24	0	0	24	48	48	48	0	0	0	48	72	72	12	12	12	144	168	192
Add hubs to your network	0	0		0	0	0	1	2	3	0	0	0	0	0	0	1	1	1	10	12	4	0	0	0	12	15	8
Remove hubs from your network	0	0	0	0	0	0	0	3	2	3	0	0	12	14	7	1	1	1	9	11	4	2	0	0	27	29	14
Move hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	1	1	1	11	10	5	0	0	0	15	14	9
Upgrade the software on your hubs	0	0	0	0	0	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	3	4
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Replace failed hardware components on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	1	1	2
Modify the configuration on the hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Troubleshoot hub problems	0	0	0	0	0	0	0	0	0	0	0	0	7	5	2	0	0	0	2	3	3	0	0	0	9	8	5
Contact technical support for hub problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	1	1
Perform preventive maintenance on hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	0	0	0	1	3	1	0	0	0	0	0	1	0	0	0	2	2	2	0	1	1	1	1	1	4	7	6
Remove DSU/CSU from your network	0	0	0	1	4	1	0	0	0	0	0	0	1	3	0	2	2	2	0	1	0	4	0	1	8	10	4
Move DSU/CSU on your network	0	0	0	1	3	1	0	0	0	0	0	12	0	0	0	2	2	2	0	0	1	0	0	0	3	5	16

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Upgrade the software on your DSU/CSU	0	0	0	7	9	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	1	1	8	10	19
Upgrade your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	1	1	1	1	13
Replace failed DSU/CSU	0	0	0	2	1	0	0	0	0	0	0	1	1	1	1	0	0	0	1	1	2	0	0	1	4	3	5
Modify the configuration on DSU/CSU	0	0	0	5	5	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	0	1	1	5	6	20
Troubleshoot DSU/CSU problems	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	20	22	18	0	1	1	20	23	25
Contact technical support for DSU/CSU problems	0	0	0	6	0	0	0	0	0				24	24	24	1	1	1	20	22	18	0	1	1	51	48	44
Add CODEC's to your network	0	0	0	5	5	1	0	0	0				1	3	0	1	1	1	0	0	1	0	0	0	7	9	3
Remove CODEC's from your network	0	0	0	0	4	1	0	0	0				0	0	0	1	1	1	0	0	1	0	0	0	1	5	3
Move CODEC'S on your network	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Upgrade the software on your CODEC'S	0	0	0	2	2	2	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	2	3	3
Upgrade the hardware on your CODEC'S	0	0	0	0	2	0	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	0	3	1
Replace failed hardware components on your CODEC'S	0	0	0	0	1	2	0	0	0				0	0	0	0	0	0	0	0	1	0	0	0	0	1	3
Modify the configuration of the CODEC'S on your network	0	0	0	4	4	3	0	0	0				0	4	4	0	0	0	0	0	1	0	0	0	4	8	8
Troubleshoot CODEC'S problems	0	0	0	100	174	60	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	100	175	61
Contact technical support for CODEC'S problems	0	0	0	3	4	4	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	3	5	5
Perform preventive maintenance on CODEC'S	0	0	0	24	46	55	0	0	0				0	0	0	0	0	0	0	0	4	0	0	0	24	46	59
Add sensors to your network	0	0	0	0	0	4	0	0	0				20	10	11	6	6	6	0	0	1	2	0	2	28	16	24
Remove sensors from your network	0	0	0	0	0	0	0	0	0				2	2	2	3	3	3	0	0	5	0	0	0	5	5	10
Move sensors on your network	0	0		0	1	2	0	0	0				3	3	3	3	3	3	0	0	1	0	0	1	6	7	10
Upgrade the software on your sensors	0	0	0	0	4	4	0	0	0				0	0	0	3	3	3	0	0	1	0	0	2	3	7	10
Upgrade the hardware on your sensors	0	0	0	0	0	1	0	0	0				5	5	5	2	2	2	0	0	1	0	0	2	7	7	11
Replace failed hardware components on your sensors	0	0	0	0	1	2	0	0	0				5	5	5	2	2	2	3	3	5	0	0	2	10	11	16
Modify the configuration of the sensors on your network	0	0	0	0	2	2	0	0	0				2	2	2	1	1	1	0	0	1	2	0	2	5	5	8
Troubleshoot sensor problems	0	0	0	12	12	12	0	0	0				2	2	2	0	0	0	0	0	1	0	1	1	14	15	16
Contact technical support for sensor problems	0	0	0	0	0	0	0	0	0				4	4	4	0	0	0	0	0	1	0	0	2	4	4	7
Perform preventive maintenance on sensors	0	0	0	12	12	12	0	0	0				68	68	68	2	2	2	24	24	24	0	12	12	106	118	118
Add monitors/displays to your network	0	0	0	2	3	1	0	0	0				7	7	7	2	2	2	0	1	1	1	2	2	12	15	13
Remove monitors/displays from your network	0	0	0	0	0	0	0	0	0				0	0	0	2	2	2	0	0	1	0	0	0	2	2	3

Task																											
Move monitors/displays on your network	0	0	0	0	1	1	0	0	0				2	2	2	2	2	2	0	2	1	0	0	2	4	7	8
Upgrade the software on your monitors/displays	0	0	0	0	4	3	0	0	0				0	0	0	1	1	1	2	2	3	10	1	3	13	8	10
Upgrade the hardware on your monitors/displays	0	0	0	0	0	0	0	0	0				2	2	2	1	1	1	0	0	3	0	0	3	3	3	9
Replace failed hardware components on your monitors/displays	0	0	0	0	0	0	0	0	0				1	1	1	1	1	1	0	0	2	0	0	1	2	2	5
Modify the configuration of the monitors/displays on your network	0	0	0	77	142	70	0	0	0				2	2	2	2	2	2	6	6	6	1	2	2	88	154	82
Troubleshoot monitors/displays problems	0	0	0	0	2	0	0	0	0				6	6	6	0	0	0	6	6	6	0	0	2	12	14	14
Contact technical support for monitors/displays problems	0	0	0	0	2	0	0	0	0				1	1	1	0	0	0	0	0	1	0	1	2	1	4	4
Perform preventive maintenance on monitors/displays	0	0	0	4	9	6	0	0	0				0	0	0	0	0	0	4	4	4	12	12	12	20	25	22
Add video input device to your network	0	0	0	72	72	96							48	12	48	1	1	1	0	1	1	1	1	1	122	87	147
Remove video input device from your network	0	0	0	0	1	1	0	0	0				2	2	2	1	1	1	0	0	1	0	0	1	3	4	6
Move video input device on your network	0	0	0	0	0	0	0	0	0				2	2	2	1	1	1	0	0	1	1	2	2	4	5	6
Upgrade the software on your video input device	0	0	0	0	1	1	0	0	0				1	1	1	0	0	0	0	0	1	0	1	1	1	3	4
Upgrade the hardware on your video input device	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	1	0	0	2	0	0	3
Replace failed hardware components on your video input device	0	0	0	0	0	0	0	0	0				2	2	2	0	0	0	0	0	6	0	1	1	2	3	9
Modify the configuration of the video input device on your network	0	0	0	0	2	1	0	0	0				0	0	0	0	0	0	0	0	1	1	1	2	1	3	4
Troubleshoot video input device problems	0	0	0	24	24	36	0	0	0				2	2	2	0	0	0	0	0	3	1	1	1	27	27	42
Contact technical support for video input device problems	0	0	0	2	2	1	0	0	0				6	24	12	0	0	0	0	0	4	1	1	2	9	27	19
Perform preventive maintenance on video input device	0	0	0	0	0	0	0	0	0				2	2	2	0	0	0	0	0	1	12	12	12	14	14	15
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	2	2	2	6	6	1	0	0	0	1	1	2	11	11	11	12	12	12	0	2	2	4	3	4	36	37	34
Remove faxes from your network	2	2	2	6	6		0	0	0	0	0	0	2	2	2	12	12	12	0	0	1	4	4	4	26	26	21
Move faxes on your network	2	2	2	0	0	0	0	0	0	0	0	2	2	2	2	12	12	12	5	6	3	2	2	4	23	24	25
Upgrade the software on your faxes	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	8	4	3	4	5	4	14
Replace failed hardware components on your faxes	2	2	2	24	24		0	0	0	2	2	3	2	2	2	2	2	2	6	5	6	0	1	2	38	38	17

Task																											
Modify the configuration of the faxes on your network	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	1	1	4	3	4	5	5	7
Troubleshoot fax problems	6	6	6	24	24		0	0	0	6	6	6	48	48	48	0	0	0	4	4	4	10	7	9	98	95	73
Contact technical support for fax problems	3	3	3	4	4		0	0	0	2	2	4	12	12	12	1	1	1	3	3	3	8	6	8	33	31	31
Perform preventive maintenance on faxes	6	6	6	24	24		0	0	0	4	4	4	0	0	0	0	0	0	0	0	4	4	4	4	38	38	18
Perform preventive maintenance on emergency wired data network components	9	9	9	0	0	0	0	0	0				12	12	12	2	2	2	1	1	1	2	1	2	26	25	26
Add other types of wired data network components	0	0	0	0	0	0	0	0	0				7	65	2	2	2	2	1	1	1	0	0	1	10	68	6
Remove other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	0	2	2	0	1	1		0	0	0	0	3	3
Move other types of wired data network components	0	0	0	0	0	0	0	0	0				4	4	4	2	2	2	0	1	1	0	0	0	6	7	7
Upgrade software on other types of wired data network components	0	0	0	0	0	0	0	0	0				0	72	72	0	0	0	0	0	1	0	0	1	0	72	74
Upgrade hardware on other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	4	0	0	0	0	0	1	0	0	1	0	0	6
Replace failed parts on other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	2	0	0	0	0	0	1	0	0	0	0	0	3
Modify configuration of other types of wired data network components	0	0	0	0	0	0	0	0	0				12	24	24	0	0	0	0	0	1	0	0	1	12	24	26
Troubleshoot other types of wired data network components	0	0	0	0	0	0	0	0	0				6	17	18	0	0	0	0	0	1	0	0	1	6	17	20
Contact technical support for other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	1	0	0	1	0	0	2
Perform preventive maintenance on other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	4	0	0	1	0	0	5
Provide modified documentation after new installs/upgrades for other types of wired data network components	0	0	0	0	0	0	0	0	0				0	0	0	2	2	2	0	0	1	0	0	1	2	2	4
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	0	0	0				48	48	48	0	0	0	0	0	1	0	0	0	48	48	49
Provide user training for wired data services	0	0	0	4	4		0	0	0				0	0	0	0	0	0	0	0	1	24	36	36	28	40	37
Number of help desk requests in support of wired data services	0	0	0	0	0	0	0	0	0				120	120	120	120	120	120	10	5	7	24	36	36	274	281	283

TECHNICAL EXHIBIT 2
Communications

Ref.	Performance Requirement	1	2	3	4	5	6	7	8	9
	Install inside cable in support of wired data services	5 5 5	0 0 0	0 0 0	48 48 48	12 12 12	186 237 27		12 12 12	263 314 104
	Maintain inside cable in support of wired data services	3 3 3	0 0 0	0 0 0	12 12 12	12 12 12	2400 5040 5400		24 24 24	2451 5091 5451
	Troubleshoot inside cable in support of wired data services	12 12 12	0 0 0	0 0 0	12 12 12	0 0 0	44 31 18		36 36 40	104 91 82
	Upgrade inside cable in support of wired data services	0 0 0	48 48 48	0 0 0	12 12 12	0 0 0	0 0 12		36 36 36	96 96 108
	Install outside cable in support of wired data services	0 0 0	4 4 4	0 0 0	12 6 6	0 0 0	0 0 1		0 0 0	16 10 11
	Maintain outside cable in support of wired data services	0 0 0	3 3 3	0 0 0	0 0 0	0 0 0	65 130 204		0 0 0	68 133 207
	Troubleshoot outside cable in support of wired data services	0 0 0	6 6 6	0 0 0	0 0 0	0 0 0	0 0 0		0 0 0	6 6 6
	Upgrade outside cable in support of wired data services	0 0 0	6 6 6	0 0 0	0 0 0	0 0 0	0 0 0		0 0 0	6 6 6
C.5.3.4.	**VTC/Video Services**									
	Project Planning and Management									
	A Project Completed		1 1		1 1 1	1 1 1	0 0 1		5 3 4	7 6 8
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted		1 1		1 1 2	1 1 1	0 0 1		2 3 4	4 6 9
	Install, Operate and Maintain Video Teleconferencing Services									
	Process FTS requests for VTC service.	0 0 0	12 12 12		72 72 72	48 48 48	48 48 48	0 1 1	2 1 1	134 134 134
	Process FTS Disconnect Orders for VTC services.	0 0 0	0 0 0		0 0 0	48 48 48	48 48 48	0 0 1	0 1 2	48 49 51
	Install Video Teleconferencing Equipment	0 1 0	2 4 1		1 1 1	1 1 1	0 0 1		2 1 1	6 8 5
	Resolve problems with Video Teleconferencing Equipment	4 4 4	48 48 48		1 6 12	12 12 12	3 4 3		10 8 12	78 82 91
	Perform PM on Video Teleconferencing Equipment	0 0 0	1 1 1		1 0 0	12 12 12	4 4 4		4 4 4	22 21 21
	De-install Video Teleconferencing Equipment	0 0 0	0 0 0		0 0 0	1 1 1	0 0 1		1 0 1	2 1 3
	Resolve desktop video teleconferencing equipment problems	0 0 0	0 0 0		1 0 1	0 0 0	0 0 4		1 0 4	2 0 9
	Move video teleconferencing equipment or services	36 36 36	96 96 144		0 0 2	4 4 4	35 32 36		1 1 1	172 169 223

Item																					
Add video teleconferencing equipment or services	0	0	0	3	0	3	0	0	3	1	1	1	0	0	1	1	1	1	5	2	9
Change video teleconferencing equipment or services, including configuration modification.	0	0	0	0	0	0	0	0	0	6	6	6	0	0	1	1	0	1	7	6	8
Delete video teleconferencing equipment or services	0	0	0	0	0	0	0	0	0	4	4	4	0	0	1	1	0	1	5	4	6
Provide user training for video teleconferencing equipment or services	0	0	0	12	12	12	1	0	2	2	2	2	12	12	12	8	6	10	35	32	38
Move CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	1	5	1	0	0	0	1	5	1
Add CCTV equipment or services	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2
Change CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Delete CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Move surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	1	5	1	1	0	1	2	5	2
Add surveillance systems equipment or services	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0	1	1	1	3
Change surveillance systems equipment or services	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2
Delete surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Move streaming video equipment	0	0	0	26	24	24	0	0	1	0	0	0	7	3	1	0	0	0	33	27	26
Add streaming video equipment	0	0	0	4	4	4	0	0	1	0	0	0	0	0	1	0	0	0	4	4	6
Change streaming video equipment	0	0	0	4	4	4	0	0	0	0	0	0	1	0	1	0	0	0	5	4	5
Delete streaming video equipment	0	0	0	4	4	4	0	0	0	0	0	0	0	0	1	0	0	0	4	4	5
Requests for video capture	0	0	0	144	168	200	0	0	0	2	2	2	0	0	1	3	3	2	149	173	205
Requests for video archive	0	0	0	36	36	48	0	0	0	1	1	1	0	0	1	0	0	0	37	37	50
Number of help desk requests in support of Video services	80	80	80	144	168	200	2	2	2	2	2	2	35	34	36	10	14	14	273	300	334
Instances of unique applications related to video services	0	0	0	36	36	48	0	0	0	0	0	0	2	6	3	1	1	1	39	43	52
Install inside cable in support of video services	0	0	0	4	1	1	1	1	1	0	0	0	12	11	2	2	0	1	19	13	5
Maintain inside cable in support of video services	0	0	0	0	0	0	1	0	0	0	0	0	384	384	384	4	2	3	389	386	387
Troubleshoot inside cable in support of video services	0	0	0	0	0	1	0	0	0	0	0	0	1	2	2	2	2	2	3	4	5
Upgrade inside cable in support of video services	0	0	0	2	1	2	0	0	0	0	0	0	0	0	8	0	1	6	2	2	16
Install outside cable in support of video services	0	0	0	10	10	14	0	0	0	0	0	0	3	1	1	0	0	0	13	11	15
Maintain outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	16	17	17	0	0	0	16	17	17

Code	Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
	Troubleshoot outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	1	1	1
	Upgrade outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
C.5.3.5	**Radio Services and Support**																					
	Project Planning and Management																					
	The number of Radio Service or Support projects you plan, Install, Operate and Maintain	0	0	0	0	0	0	0	1	1				3	1	1	0	0	0	3	2	2
	Install, test and submit for acceptance new or upgraded systems	0	0	0	0	0	0	0	0	0	3	24	70	0	0	1	0	0	0	3	24	71
	Provide 'as built'	0	0	0	0	0	0	0	0	0	3	54	70	0	0	1	0	0	0	3	54	71
	Resolve radio equipment problems	0	0	0	0	0	0	0	0	0	48	60	54	1	0	1	0	0	0	49	60	55
	Move mobile equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	0	0	0	0	3	1
	Add mobile equipment	0	0	0	6	0		0	0	0	0	0	15	0	1	1	0	0	0	6	1	16
	Change mobile equipment	0	0	0	0	0	0	0	0	0	0	0	15	0	0	1	0	0	0	0	0	16
	De-install mobile equipment	0	0	0	61	0		0	0	0	0	0	15	0	1	1	0	0	0	61	1	16
	Move base station equipment	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
	Add base station equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change base station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install base station equipment	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
	Move repeaters.	0	0	0	0	5	0	0	0	0	0	0	1	0	0	1	0	0	0	0	5	2
	Add repeaters	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	0	0	0	0	0	4
	Change repeaters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install repeaters	0	0	0	0	5	0	0	0	0	0	0	3	0	0	1	0	0	0	0	5	4
	Move radio control consoles..	0	0	0	0	0	0	0	0	0				0	0	1	0	0	0	0	0	1
	Add radio control consoles.	0	0	0	0	0	0	0	0	0	0	0	7	0	0	1	0	0	0	0	0	8
	Change radio control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install radio control consoles.	0	0	0	0	0	0	0	0	0	0	0	7	0	0	1	0	0	0	0	0	8
	Move data radios..	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add data radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change data radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install data radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Move AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Move FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add FM radios.	0	0	0	0	0	0	0	0	0	3	54	55	0	0	1	0	0	0	3	54	56
	Change FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install FM radios.	0	0	0	61	0	0	0	0	0	3	54	55	0	0	1	0	0	0	64	54	56
	Move Public Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change Public Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Move radio or microwave	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1

Task																											
Add radio or microwave tower.	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change radio or microwave	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
De-install radio or microwave tower.	0	0	0	0	0	2							0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
Move radio control over IP	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Add radio control over IP device.	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change radio control over IP	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
De-install radio control over IP device.	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Move terminating equipment	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Add terminating equipment (MUX)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change terminating	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
De-install terminating equipment (MUX)	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Perform preventive	0	0	0	0	0	0							0	0	0	12	12	12	0	0	1	0	0	0	12	12	13
Remove and reinstall mobile radios for vehicle replacement	0	0	0	1	0	0							0	0	0	3	2	5	0	0	3	0	0	0	4	2	8
Test and operate equipment	0	0	0	0	0	0							0	0	0	3	3	4	0	0	1	0	0	0	3	3	5
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	0	0	0	2	0	1							0	0	0	3	54	55	2	0	1	0	0	0	7	54	57
Radio Equipment and																											
Power systems installed	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Power systems de-installed	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Power systems moved	0	0	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Tower inspections	0	0	0	0	0	0							0	0	0	1	1	1	1	1	1	0	0	0	2	2	2
Replace tower lighting	0	0	0	0	0	0							0	0	0	1	1	1	0	0	0	0	0	0	1	1	2
Request new frequency	0	0	0	0	0	0							50	101	15	2	2	2	0	0	1	0	0	0	52	103	18
Review existing frequency assignments (5-year update)	0	0	0	12	12	12							209	261	200	12	12	12	67	49	42	0	0	0	300	334	266
Report frequency interference	0	0	0	0	0	0							0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
Interference cases investigated	0	0	0	0	0	0							0	0	0				0	0	1	0	0	0	0	0	1
Interference cases resolved	0	0	0	0	0	0							0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
Gather and compile radio equipment contract requirements	0	0	0	0	0	0							0	1	1	0	0	0	1	1	1	0	0	0	1	2	2
Assist in the development of	0	0	0	0	0	0							0	1	1	1	1	1	1	1	1	0	0	0	2	3	3
Assist in evaluation of solicitation bids	0	0	0	0	0	0							0	1	1	1	1	1	1	1	1	0	0	0	2	3	3

PARAGRAPH NUMBER		CESPA			CESPK			CESPL			CESPN			CESPD			CESPD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	**Communications**																		
C.5.3.1	**Wireless Voice and Data**																		
	Project Planning and Management																		
	Studies Submitted	0	0	0	0	0	0	1	2	2	0	0	0	0	0	0	1	2	2
	Consults Provided	0	0	0	4	0	6	1	1	2	0	0	0	3	5	6	8	6	14
	Business Cases prepared	0	0	1	0	0	0	0	1	2	0	0	0	0	0	0	0	1	3
	Design's created and submitted	0	0	1	4	0	6	0	1	2	0	0	0	0	0	0	4	1	9
	Test's conducted	0	0	1	4	0	6	0	1	2	0	0	0	0	0	0	4	1	9
	Certification's completed	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
	Project's created and submitted	0	0	1	0	0	0	1	2	2	0	0	0	0	0	0	1	2	3
	Wireless Voice and Data Services																		
	Routers installed	0	0	1	5	2	6	0	0	2	0	12	12	0	12	12	5	26	33
	Routers configured	0	0	1	5	2	6	0	0	2	0	24	24	0	24	24	5	50	57
	Routers deinstalled	0	0	0	0	0	0	0	0	0	0	12	12	0	12	12	0	24	24
	AP activated	0	0	1	0	3	6	0	0	2	0	0		0	0		0	3	9
	AP configured	0	0	1	0	3	6	0	0	2	0	0	0	0	0	0	0	3	9
	AP deactivated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Pagers activated	0	0	2	78	80	10	0	0	0	1223	660	23	8	0	0	1309	740	35
	Pagers deactivated	20	0	0	78	10	10	3	2	6	8			8	78	0	117	90	16
	Mobile satellites activated	3	0	3	2	9	7	0	0	0	1	2	2	1	2	2	7	13	14
	Mobile satellites deactivated	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2	0	0
	Cellular telephone activated	30	11	62	50	50	50	20	30	50	1164	1408	95	63	6	6	1327	1505	263
	Cellular telephone deactivated	2	10	63	50	50	50	0	0	0	6	61	6	6	61	6	64	182	125
	PDA activated	0	2	10	34	17	20	2	17	10	20	35	60	20	35	60	76	106	160
	PDA deactivated	0	0	0	0	0	0	0	0	0	15	30	60	15	30	60	30	60	120
	GPS activated	1	1	2	3	1	2	0	2	0	0	0	0	0	0	2	4	4	6
	GPS configured	1	1	2	0	0	0	0	0	0	0	0	0	0	0	2	1	1	4
	GPS deactivated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (analog)	0	0	0	36	28	28	0	0	0	0	0	0	0	0	0	36	28	28
	Microwave radio activated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (analog)	0	0	0	10	8	8	0	0	0	0	0	0	0	0	0	10	8	8
	Microwave radio configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio deactivated (analog)	0	0	0	40	36	36	0	0	0	0	0	0	0	0	0	40	36	36
	Microwave radio deactivated (digital)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Microwave repeater installed (analog)	0	0	0	10	8	8	0	0	0	0	0	0	0	0	0	10	8	8
	Microwave repeater installed (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (analog)	0	0	0	8	6	6	0	0	0	0	0	0	0	0	0	8	6	6
	Microwave repeater configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (analog)	0	0	0	8	6	6	0	0	12	0	0	0	0	0	0	8	6	18

Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Microwave repeater deinstalled (analog)	0	0	0	0	1	0	0	0	12	0	0	0	0	0	0	0	1	12
Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Orders Submitted	59	119	149	0	0	0	9	5	38	0	0	0	0	0	0	68	124	187
Work Orders completed	51	101	111	0	0	0	9	5	38	0	0	0	0	0	0	60	106	149
Add wireless data network component	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Remove wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade software wireless data network component	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	7	0
Upgrade hardware wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed parts on wireless data network component	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	4	1	0
Modify configuration of wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot wireless data network component	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	2	0	1
Contact technical support for wireless data network component	0	0	0	4	1	1	0	0	0	0	0	0	0	0	0	4	1	1
Add wireless data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provide modified documentation	0	0	0	4	3	6	0	0	0	0	0	0	0	0	0	4	3	6
Provide unique service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C.5.3.2 Voice Services (wired)																		
A Project Completed																		
Replacement Plan for Wired Voice equipment Developed	2	3	3	3	3	3	6	10	16	1	5	12	1	5	12	13	26	46
Develop Plans	2	3	3	2	3	0	5	8	10	0	0	0	0	0	0	9	14	13
Develop Estimates	2	3	3	2	1	0	2	3	3	0	4	12	0	5	12	6	16	30
Review submitted projects	2	3	3	2	1	0	3	4	5	0	0	0	0	0	0	7	8	8
Perform Risk assessment	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	3	2	0
Prepare documents for changes	4	6	10	3	1	0	0	0	0	0	0	0	0	0	0	7	7	10
Test and evaluate plans	4	6	10	3	2	0	6	8	4	0	0	0	0	0	0	13	16	14
Perform backup	4	6	10	0	0	0	0	0	0							4	6	10
A Device and Service Provided																		
Circuits troubleshot and troubles cleared	15	30	30	31	23	25	32	33	24	0	0		0	0	0	78	86	79
Voice Circuit Installed	5	7	7	18	25	21	3	3	3	10	22	24	10	22	24	46	79	79
Voice Circuit Upgraded	2	5	5	10	2	4	0	3	2	0	0	0	0	0	0	12	10	11
Voice Circuit Disconnected	0	1	1	70	21	21	1	1	3	0	101	12	0	101	12	71	225	49
ISDN Circuit requested to be installed	6	3	6	2	3	2	3	23	5	0	4	4	0	4	4	11	37	21
ISDN Circuit requested to be disconnected	0	0	0	0	3	0	3	3	6	0	0	0	0	0	0	3	6	6
DSL Circuit requested to be installed	1	2	2	2	3	5	1	1	2	0	2	0	0	2	0	4	10	9

DSL Circuit Requested to be Disconnected	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	1	2
Cable Modem requested to be installed	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	1	2	2
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telephone service added	25	30	30	62	83	59	48	52	60	8	3	6	8	3	6	151	171	161
Telephone Service Moved	197	384	576	745	368	299	24	42	56	10	10	12	10	10	12	986	814	955
Telephone Service Changed	10	15	15	837	433	634	24	54	60	0	0	0	0	0	0	871	502	709
Telephone Service Deleted	5	7	10	90	120	150	5	41	24	1	91	6	1	91	6	102	350	196
Voicemail account moved	197	384	576	3	5	5	0	0	0	0	0	0	0	0	0	200	389	581
Voicemail account added	10	15	15	62	83	59	24	60	60	8	3	6	8	3	6	112	164	146
Voicemail account Changed	5	7	10	5	10	8	0	0	0	0	0	0	26	26	26	36	43	44
Voicemail account De-installed	2	2	2	90	120	150	24	24	24	1	91	6	1	91	6	118	328	188
Voicemail Menu Created				25	10	5	0	0	0	0	0	0	0	0	0	25	10	5
Voicemail Menu Modified	20	20	20	10	5	5	0	0	0	0	0	0	0	0	0	30	25	25
Voicemail System Backed Up	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Switchboard Operator Calls Processed (District HQ)	0	0	0	340	201	250	0	0	0	0	0	0	0	0	0	340	201	250
Audio Conference Bridge Modified	20	20	20	5	10	15	0	0	0	50	35	24	50	35	24	125	100	83
PBX or Key System Installed	1	1	3	5	2	10	2	0	3	0	0	0	0	0	0	8	3	16
Preventative maintenance on a PBX or Key system performed	4	4	4	52	52	52	4	4	4	0	0	0	0	0	0	60	60	60
PBX or Key System backup performed	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Problem on a PBX or Key System Resolved	20	30	30	5	6	4	3	9	4	0	0	0	0	0	0	28	45	38
PBX or Key System Program Change made	212	397	582	40	10	8	12	48	60	0	0	0	0	0	0	264	455	650
Call accounting system Managed	15	15	15	25	30	40	0	0	0	0	0	0	0	0	0	40	45	55
Call Accounting Report generated	72	25	25	5	3	10	0	0	0	0	0	0	0	0	0	77	28	35
Backup of the call accounting system	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Outside cable plant installed	0	0	0	0	0	0	3	2	3	0	0	0	2	2	2	5	4	5
Outside cable plant Maintained	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
Outside cable plant Troubleshot	0	0	0	0	0	0	3	3	3	0	0	0	2	2	2	5	5	5
Outside cable plant Upgraded	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	1
Inside cable plant installed	0	0	0	25	1125	20	1	1	2	0	0	0	6	6	6	32	1132	28
Inside cable plant Maintained	0	0	0	52	52	52	48	48	48	5	5	12	12	12	12	117	117	124
Inside cable plant Troubleshot	0	0	0	10	8	8	24	24	24	0	0	0	6	6	6	40	38	38
Inside cable plant Upgraded	0	0	0	60	1125	60	0	0	1	0	0	0	0	2	0	60	1127	61

	Documentation of Alterations to Communications Infrastructure	6	10	15	85	1125	80	2400	1200	1500	0	0	0	12	14	12	2503	2349	1607
C.5.3.3	**Data Services Wired**																		
	Planning and Management of Projects																		
	Develop network tactical, strategic, and project plans, including documentation.	4	11	16	12	12	12	7	9	6	1	1	1	1	1	1	25	34	36
	Develop network design plans including cost estimates.	6	11	16	4	4	4	7	9	6	12	12	12	12	12	12	41	48	50
	Review submitted projects, specifications and designs.	4	11	16	12	12	12	7	9	6	12	12	12	12	12	12	47	56	58
	Perform risk assessments for planned changes	8	15	20	0	0	0	7	9	6	6	6	6	6	6	6	27	36	38
	Prepare, plan and document planned configuration changes	8	15	20	240	240	240	7	6	9	30	50	60	30	50	60	315	361	389
	Test and evaluate planned configuration changes.	16	23	28	240	240	240	7	9	6	30	50	60	30	50	60	323	372	394
	Perform back-up of planned configuration change	4	14	16	240	240	240	7	9	6	12	18	24	12	18	24	275	299	310
	Support Operate and Maintain																		
	Troubleshoot and clear wired data circuit service problems	34	59	74	24	24	24	5	4	5	12	12	12	12	12	12	87	111	127
	Install wired data circuits	4	4	10	240	390	240	65	65	65	2	2	2	2	2	2	313	463	319
	Upgrade wired data circuits	5	7	11	25	2000	25	80	80	80	2	1	3	2	1	3	114	2089	122
	Request Wired data circuits disconnect	0	1	0	240	240	240	30	30	30	2	1	2	2	1	2	274	273	274
	Move Wired data circuits	0	0	2	240	240	240	200	100	100	1	1	1	1	1	1	442	342	344
	Update and maintain Network documentation	5	18	22	52	52	52	12	12	12	3	3	3	3	3	3	75	88	92
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	0	2	14	8	8	5	1	4	2	2	2	2	2	0	0	13	16	23
	Remove routers from your network	0	0	14	2	2	0	1	4	2	24	24	24	2	4	6	29	34	46
	Move routers on your network	0	0	0	2	2	2	1	2	1	12	12	12	12	12	12	27	28	27
	Upgrade the software on your routers	4	8	23	60	60	60	40	40	20	3	3	3	3	3	3	110	114	109
	Upgrade the hardware on your routers	0	2	0	15	15	15	4	7	15	1	1	1	0	0	0	20	25	31
	Replace failed hardware components on your routers	0	2	0	4	4	4	3	4	2	1	1	1	0	0	0	8	11	7
	Modify the configuration of the routers on your network	4	6	4	54	54	54	60	120	60	2	2	2	2	2	2	122	184	122
	Troubleshoot router problems	10	8	12	36	36	36	4	5	6	4	4	4	4	4	4	58	57	62
	Contact technical support for router problems	9	7	11	4	4	4	12	20	25	2	2	2	2	2	2	29	35	44
	Perform preventive maintenance on routers	16	20	24	60	60	60	240	240	240	3	3	3	3	3	3	322	326	330

Add switches to your network (layer 2 and 3 switches)	2	0	0	8	9	4	45	8	2	8	8	8	8	10	12	71	35	26
Remove switches from your network	0	0	0	8	9	0	51	4	20	8	8	8	2	2	2	69	23	30
Move switches on your network	0	0	0	0	15	2	10	10	10	2	2	2	2	2	2	14	29	16
Upgrade the software on your switches	13	24	24	48	48	48	120	120	120	0	1	1	6	14	18	187	207	211
Upgrade the hardware on your switches	3	2	3	12	12	12	0	2	0	1	1	1	1	1	1	17	18	17
Replace failed hardware components on your switches	1	1	2	4	4	4	5	5	5	1	1	1	1	1	1	12	12	13
Modify the configuration of the switches on your network	7	6	7	48	48	48	1200	1200	1200	3	2	1	3	2	1	1261	1258	1257
Troubleshoot switch problems	6	9	9	4	4	4	4	8	8	3	2	3	3	2	3	20	25	27
Contact technical support for switch problems	5	7	7	4	4	4	0	2	2	2	1	2	2	1	2	13	15	17
Perform preventive maintenance on switches	9	9	9	48	48	48	960	960	960	1	1	1	1	1	1	1019	1019	1019
Add hubs to your network	0	0	0	0	0	0	0	0	0	8	8	8	8	12	8	16	20	16
Remove hubs from your network	0	24	0	20	12	10	10	20	0	8	8	8	4	4	4	42	68	22
Move hubs on your network	2	2	2	0	0	0	0	0	0	6	8	8	6	8	8	14	18	18
Upgrade the software on your hubs	0	0	0	0	20	0	0	0	0	0	0	0	0	0	0	0	20	0
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your hubs	0	0	0	4	4	10	0	0	0	0	0	0	0	0	0	4	4	10
Modify the configuration on the hubs on your network	0	0	0	0	20	0	0	0	0	0	0	0	0	0	0	0	20	0
Troubleshoot hub problems	4	4	4	0	20	0	0	0	0	4	4	4	4	4	4	12	32	12
Contact technical support for hub problems	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2
Perform preventive maintenance on hubs	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	0	0
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	2	2	15	8	6	4	3	3	5	2	2	2	2	2	2	17	15	28
Remove DSU/CSU from your network	0	2	1	2	2	0	0	2	3	1	1	1	1	1	1	4	8	6
Move DSU/CSU on your network	0	2	0	0	0	0	0	1	0	1	1	1	1	1	1	2	5	2
Upgrade the software on your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade your DSU/CSU	0	2	14	0	0	0	0	0	0	0	0	0	0	0	0	0	2	14
Replace failed DSU/CSU	0	0	0	1	2	1	1	0	1	2	2	2	2	2	2	6	6	6
Modify the configuration on DSU/CSU	2	2	1	0	0	0	0	0	0	2	2	2	2	2	2	6	6	5
Troubleshoot DSU/CSU problems	0	0	0	9	6	7	3	6	6	6	6	6	6	6	6	24	24	25
Contact technical support for DSU/CSU problems	2	0	0	9	6	7	1	1	2	2	2	2	2	2	2	16	11	13

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Add CODEC's to your network	3	2	5	2	2	1	0	0	0	0	0	0	1	0	0	6	4	6
Remove CODEC's from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move CODEC'S on your network	0	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4
Upgrade the software on your CODEC'S	10	12	16	2	2	2	0	0	0	1		1	1		1	14	14	20
Upgrade the hardware on your CODEC'S	0	1	3	1	1	0	0	0	0	0	0	0	0	0	0	1	2	3
Replace failed hardware components on your CODEC'S	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Modify the configuration of the CODEC'S on your network	7	3	5	0	0	0	0	0	0	0	0	0	1	0	0	8	3	5
Troubleshoot CODEC'S problems	2	3	3	0	2	1	0	0	0	0	0	0	0	0	0	2	5	4
Contact technical support for CODEC'S problems	3	5	7	1	1	1	0	0	0	0	0	0	0	0	0	4	6	8
Perform preventive maintenance on CODEC'S	10	14	16	1	2	1	0	0	0	0	0	0	0	0	0	11	16	17
Add sensors to your network	0	0	0	3	2	0	2	0	1	0	0	0	0	0	0	5	2	1
Remove sensors from your network	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Move sensors on your network	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	2	2
Upgrade the software on your sensors	0	0	0	3	5	5	0	2	2	0	0	0	0	0	0	3	7	7
Upgrade the hardware on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the sensors on your network	0	0	0	3	5	5	2	2	2	0	0	0	0	0	0	5	7	7
Troubleshoot sensor problems	0	0	0	3	5	5	2	2	2	0	0	0	0	0	0	5	7	7
Contact technical support for sensor problems	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	3	0	0
Perform preventive maintenance on sensors	0	0	0	3	5	5	0	0	0	0	0	0	0	0	0	3	5	5
Add monitors/displays to your network	1	1	3	0	0	0	0	0	0	3	3	3	3	3	3	7	7	9
Remove monitors/displays from your network	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2
Move monitors/displays on your network	3	2	3	0	0	0	0	0	0	1	1	1	1	1	1	5	4	5
Upgrade the software on your monitors/displays	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2
Upgrade the hardware on your monitors/displays	0	0	2	0	0	0	0	0	0	1	1	1	1	1	1	2	2	4
Replace failed hardware components on your monitors/displays	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2
Modify the configuration of the monitors/displays on your network	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2

Troubleshoot monitors/displays problems	0	0	2	0	0	0	0	0	0	1	1	1	1	1	1	2	2	4
Contact technical support for monitors/displays problems	0	0	2	0	0	0	0	0	0	1	1	1	1	1	1	2	2	4
Perform preventive maintenance on monitors/displays	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2
Add video input device to your network	3	4	3	2	0	2	1	1	1	2	6	12	2	6	12	10	17	30
Remove video input device from your network	0	0	0	0	0	0	0	1	1	2	2	2	2	2	2	4	5	5
Move video input device on your network	3	4	3	0	0	0	5	2	3	2	2	2	2	2	2	12	10	10
Upgrade the software on your video input device	10	14	16	2	2	4	2	2	2	0	0	0	0	0	0	14	18	22
Upgrade the hardware on your video input device	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Replace failed hardware components on your video input device	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1
Modify the configuration of the video input device on your network	1	1	3	2	2	4	5	2	4	20	20	20	20	20	20	48	45	51
Troubleshoot video input device problems	3	4	2	2	2	4	2	1	2	6	12	18	6	12	18	19	31	44
Contact technical support for video input device problems	3	4	2	2	0	2	5	2	2	6	12	18	6	12	18	22	30	42
Perform preventive maintenance on video input device	4	4	4	2	2	4	2	2	2	2	6	12	2	6	12	12	20	34
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	0	0	0	9	4	4	0	0	0	2	2	2	2	2	2	13	8	8
Remove faxes from your network	0	0	0	0	0	0	0	0	0	2	2	2	2	2	2	4	4	4
Move faxes on your network	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4	8	8	8
Upgrade the software on your faxes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your faxes	5	4	5	2	2	2	0	0	0	3	3	3	3	3	3	13	12	13
Modify the configuration of the faxes on your network	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4	8	8	8
Troubleshoot fax problems	10	12	15	2	2	2	0	0	0	4	4	4	4	4	4	20	22	25
Contact technical support for fax problems	4	4	8	2	2	2	0	0	0	2	2	2	2	2	2	10	10	14
Perform preventive maintenance on faxes	4	4	4	84	88	92	0	0	0	2	2	2	2	2	2	92	96	100
Perform preventive maintenance on emergency wired data network components	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add other types of wired data network components	2	2	2	12	12	12	0	0	0	6	8	8	1	0	0	21	22	22
Remove other types of wired data network components	110	110	110	12	12	12	0	0	0	6	6	6	0	0	0	128	128	128

Description																		
Move other types of wired data network components	85	85	85	0	0	0	0	0	0	1	1	1	6	12	12	92	98	98
Upgrade software on other types of wired data network components	550	550	550	184	184	184	0	0	0	2	2	2	0	1	1	736	737	737
Upgrade hardware on other types of wired data network components	275	275	275	12	12	12	0	0	0	0	0	0	0	0	0	287	287	287
Replace failed parts on other types of wired data network components	55	55	55	12	12	12	0	0	0	0	0	0	0	0	0	67	67	67
Modify configuration of other types of wired data network components	2	2	2	184	184	184	0	0	0	6	8	8	6	6	6	198	200	200
Troubleshoot other types of wired data network components	275	275	275	12	12	12	0	0	0	6	24	24	2	2	2	295	313	313
Contact technical support for other types of wired data network components	55	55	55	12	12	12	0	0	0	2	4	4	1	0	0	70	71	71
Perform preventive maintenance on other types of wired data network components	55	55	55	184	184	184	0	0	0	0	0	0	0	0	0	239	239	239
Provide modified documentation after new installs/upgrades for other types of wired data network components	550	550	550	52	52	52	0	0	0	2	2	2	0	0	0	604	604	604
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provide user training for wired data services	48	48	48	0	0	0	0	0	0	6	8	8	6	8	8	60	64	64
Number of help desk requests in support of wired data services	208	208	208	625	524	600	0	0	0	60	120	120	60	120	120	953	972	1048
Install inside cable in support of wired data services	6	14	6	200	200	200	1	2	2	22	24	24	22	24	24	251	264	256
Maintain inside cable in support of wired data services	6	6	6	0	0	0	48	48	48	24	24	24	24	24	24	102	102	102
Troubleshoot inside cable in support of wired data services	4	4	4	50	50	50	48	48	48	24	24	24	24	24	24	150	150	150
Upgrade inside cable in support of wired data services	0	0	0	20	2000	20	0	0	0	0	2	15	0	2	15	20	2004	50
Install outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	0	3	3	0	3	3	0	6	6
Maintain outside cable in support of wired data services	0	0	0	0	0	0	4	3	5	0	1	1	0	1	1	4	5	7
Troubleshoot outside cable in support of wired data services	0	0	0	0	0	0	5	3	5	0	1	1	0	1	1	5	5	7

	Upgrade outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	6
C.5.3.4.	**VTC/Video Services**																		
	Project Planning and Management																		
	A Project Completed	3	4	7	1	0	0	4	4	4	0	0	0	0	0	0	8	8	11
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	3	4	7	1	1	2				0	0	0	0	0	0	4	5	9
	Install, Operate and Maintain Video Teleconferencing Services																		
	Process FTS requests for VTC service.	10	7	7	2	0	1	5	6	6	0	0	0	0	0	0	17	13	14
	Process FTS Disconnect Orders for VTC services.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Install Video Teleconferencing Equipment	3	2	5	2	0	0	1	1	1	40	76	96	4	6	6	50	85	108
	Resolve problems with Video Teleconferencing Equipment	10	40	60	5	3	4	48	48	48	5	3	3	12	3	3	80	97	118
	Perform PM on Video Teleconferencing Equipment	11	11	16	11	11	11	2	2	2	1	4	4	1	4	4	26	32	37
	De-install Video Teleconferencing Equipment	0	0	0	0	0	0	0	0	0	40	76	96	4	4	4	44	80	100
	Resolve desktop video teleconferencing equipment problems	0	0	2	60	60	60	3	4	5	0	0	0	3	3	3	66	67	70
	Move video teleconferencing equipment or services	2	5	3	0	0	0	0	0	0	0	0	0	48	72	72	50	77	75
	Add video teleconferencing equipment or services	3	2	5	2	0	1	0	3	3	0	0	0	4	2	2	9	7	11
	Change video teleconferencing equipment or services, including configuration modification.	11	11	16	0	0	3	0	0	1	0	0	0	1	0	0	12	11	20
	Delete video teleconferencing equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	Provide user training for video teleconferencing equipment or services	11	11	16	48	48	48	1	1	1	0	0	0	6	0	0	66	60	65
	Move CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	1	2
	Add CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	Change CCTV equipment or services	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	2	2
	Delete CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	2	2
	Move surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems equipment or services	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	3	0	0

Change surveillance systems equipment or services	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Delete surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move streaming video equipment	0	0	0	0	1	1	4	1	1	25	30	40	25	30	40	54	62	82
Add streaming video equipment	0	0	0	1	0	0	2	1	1		1	1		1	1	3	3	3
Change streaming video equipment	0	0	0	1	0	2	0	1	1		1	1		1	1	1	3	5
Delete streaming video equipment	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
Requests for video capture	0	0	0	27	27	60	4	3	4	45	50	75	45	50	75	121	130	214
Requests for video archive	0	0	0	35	30	60	4	3	3	0	0	0	0	0	0	39	33	63
Number of help desk requests in support of Video services	42	125	198	36	36	60	8	10	12	30	28	29	30	28	29	146	227	328
Instances of unique applications related to video services	10	25	50	0	0	0	1	1	1	4	12	12	4	12	12	19	50	75
Install inside cable in support of video services	3	2	5	0	0	2	0	0	2	0	0	0	4	4	4	7	6	13
Maintain inside cable in support of video services	1	3	5	36	36	36	2	2	2	0	0	0	0	0	0	39	41	43
Troubleshoot inside cable in support of video services	1	3	5	2	2	0	0	0	0	0	0	0	8	8	8	11	13	13
Upgrade inside cable in support of video services	2	3	5	0	0	0	0	0	0	0	0	0	0	0	0	2	3	5
Install outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Maintain outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C.5.3.5 **Radio Services and Support**																		
Project Planning and Management																		
The number of Radio Service or Support projects you plan,	199	199	219	49	49	50	0	1	4	10	10	9	10	10	9	268	269	291
Install, Operate and Maintain Radio Services and Support																		
Install, test and submit for acceptance new or upgraded systems	0	1	20	5	5	5	60	72	126	3	3	3	3	3	3	71	84	157
Provide 'as built' documentation of system	0	1	20	5	5	5	0	0	0	3	3	3	3	3	3	11	12	31
Resolve radio equipment problems	2	0	2	25	25	30	144	144	108	8	5	6	8	5	6	187	179	152
Move mobile equipment	0	0	0	0	0	0	0	0	12	0	0	0	0	0	0	0	0	12
Add mobile equipment	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	12	12	12
Change mobile equipment	0	2	2	0	1	1	12	12	64	0	1	1	0	1	1	12	17	69
De-install mobile equipment	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	12	12	12
Move base station equipment	1	0	1	2	2	2	0	0	0	1	1	1	1	1	1	5	4	5

Task	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Add base station equipment	0	0	0	3	2	5	0	0	0	2	2	2	2	2	2	7	6	9
Change base station equipment	0	0	0	4	4	4	0	0	39	2	2	2	2	2	2	8	8	47
De-install base station equipment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move repeaters.	0	0	0	0	1	1	0	0	0	0	1	1	0	1	1	0	3	3
Add repeaters	0	0	0	0	1	3	0	0	0	0	1	1	0	1	1	0	3	5
Change repeaters	0	0	0	5	5	5	0	0	18	0	1	1	0	1	1	5	7	25
De-install repeaters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move radio control consoles..	1	0	0	2	2	2	0	0	0	2	2	2	2	2	2	7	6	6
Add radio control consoles.	0	0	0	4	4	4	0	0	0	1	2	1	1	2	1	6	8	6
Change radio control consoles.	0	0	0	6	6	6	0	0	39	0	1	1	0	1	1	6	8	47
De-install radio control consoles.	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Move data radios..	0	0	4	1	1	1	0	0		1	1	1	1	1	1	3	3	7
Add data radios.	0	0	20	2	2	2				0	1	1	0	1	1	2	4	24
Change data radios.	0	0	20	4	4	4				0	1	1	0	1	1	4	6	26
De-install data radios.	0	0	4	0	0	0				0	0	0	0	0	0	0	0	4
Move AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change AM radios.	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	3	0	0
De-install AM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move FM radios.	0	0	0	3	3	3	0	0	0	1	1	2	1	1	2	5	5	7
Add FM radios.	0	0	0	2	2	2	0	0	0	2	2	2	2	2	2	6	6	6
Change FM radios.	0	0	0	2	4	7	0	0	0	2	2	2	2	2	2	6	8	11
De-install FM radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install Public Service Broadcast or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move radio or microwave tower.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add radio or microwave tower.	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	3
Change radio or microwave tower.	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	3
De-install radio or microwave tower.	0	0	0	0	7	2	0	0	5	0	0	0	0	0	0	0	7	7
Move radio control over IP device.	0	0	0	0	0	2	0	0	0	0	0	2	0	0	2	0	0	6
Add radio control over IP device.	0	0	0	0	5	10	0	0	0	0	1	2	0	1	2	0	7	14
Change radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
De-install radio control over IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move terminating equipment (MUX)	0	0	0	2	2	4	0	0	0	0	0	0	0	0	0	2	2	4

Add terminating equipment (MUX)	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Change terminating equipment (MUX)	0	0	0	6	4	10	0	0	0	0	0	0	0	0	0	6	4	10
De-install terminating equipment (MUX)	0	0	0	0	21	2	0	0	5	0	0	0	0	0	0	0	21	7
Perform preventive maintenance on radio equipment	1	0	0	60	60	60	24	24	24	4	4	4	4	4	4	93	92	92
Remove and reinstall mobile radios for vehicle replacement	1	2	2	0	0	0	18	17	64	0	0	0	0	0	0	19	19	66
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	52	52	52	120	120	120	60	60	60	20	20	20	20	20	20	272	272	272
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters	1	2	2	80	80	80	0	0	365	0	2	2	0	2	2	81	86	451
Radio Equipment and Spectrum XXI Information System (IS) support																		
Power systems installed	0	0	0	1	1	1	6	14	8	0	0	0	0	0	0	7	15	9
Power systems de-installed	0	0	0	1	1	1	6	14	8	0	0	0	0	0	0	7	15	9
Power systems moved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tower inspections	4	4	4	23	23	24	12	12	12	4	4	4	4	4	4	47	47	48
Replace tower lighting	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	1	1
Request new frequency assignments.	1	20	20	0	46	15	0	250	12	0	2	2	0	2	2	1	320	51
Review existing frequency assignments (5-year update)	50	72	105	84	197	50	60	250	72	21	43	4	21	43	4	236	605	235
Report frequency interference	0	0	0	2	0	2	2	2	2	2	1	2	2	1	2	8	4	8
Interference cases investigated	1	0	0	9	5	10	2	2	2	2	1	2	2	1	2	16	9	16
Interference cases resolved	1	0	0	7	2	8	2	2	2	2	1	2	2	1	2	14	6	14
Gather and compile radio equipment contract requirements	1	1	1	10	6	3	0	0	12	2	2	2	2	2	2	15	11	20
Assist in the development of radio contract solicitation	0	0	0	6	6	6	0	0	0	2	2	2	2	2	2	10	10	10
Assist in evaluation of solicitation bids	1	1	1	6	6	6	0	0	0	2	2	2	2	2	2	11	11	11

PARAGRAPH NUMBER		CESWF			CESWG			CESWL			CESWT			CESWD			CESWD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	**Communications**																		
C.5.3.1	**Wireless Voice and Data**																		
	Project Planning and Management																		
	Studies Submitted	0	0	0	12	12	12	2	2	2	1	1	2	0	1	0	15	16	16
	Consults Provided	12	12	12	6	6	6	7	7	7	8	10	10	12	12	12	45	47	47
	Business Cases prepared	0	0	0	2	2	2	1	1	1	1	1	2	0	1	0	4	5	5
	Design's created and submitted	0	0	0	2	2	2	1	2	1	0	2	2	0	1	0	3	7	5
	Test's conducted	0	0	0	24			7	6	7	0	8	6	0	0	1	31	14	14
	Certification's completed	0	0	0	0			2586	2676	2528	0	0	0	0	0	0	2586	2676	2528
	Project's created and submitted	0	0	0	6			3	3	3	0	2	2	0	1	0	9	6	5
	Wireless Voice and Data Services																		
	Routers installed	0	0	0	24	24	24	4	5	4	0	0	0				28	29	28
	Routers configured	0	0	0	0	0	0	4	5	4	0	0	0				4	5	4
	Routers deinstalled	0	0	0	24	12	24	0	0	0	0	0	0				24	12	24
	AP activated	0	0	3	0	0	0	4	5	4	10	22	26				14	27	33
	AP configured	0	0	3	24	12	24	4	5	4	60	60	60				88	77	91
	AP deactivated	0	0	0	0	0	0	0	0	1	0	0	0				0	0	1
	Pagers activated	0	0	0	14	3	0	1	0	0	2	0	0	0	0	0	17	3	0
	Pagers deactivated	0	3	0	11	3	0	2	2	2	0	2	0	0	0	0	13	10	2
	Mobile satellites activated	0	0	0				2	0	2	0	0	0	0	0	0	2	0	2
	Mobile satellites deactivated	0	0	0				0	1	0	0	0	0	0	0	0	0	1	0
	Cellular telephone activated	85	86	84	141	104	114	13	13	13	25	30	30	6	6	6	270	239	247
	Cellular telephone deactivated	5	6	6	32	104	0	1	1	1	3	2	3	3	3	3	44	116	13
	PDA activated	7	59	60	3	5	10	3	13	13	0	14	30	4	10	10	17	101	123
	PDA deactivated	0	0	0	0	2	1	3	3	1	0	0	0	0	0	0	3	5	2
	GPS activated	0	0	0				0	0	0	3	3	3	0	0	0	3	3	3
	GPS configured	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	GPS deactivated	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (analog)	0	0	0				2	0	0	0	0	0	0	0	0	2	0	0
	Microwave radio activated (digital)	0	0	0				3	1	1	0	0	0	0	0	0	3	1	1
	Microwave radio configured (analog)	0	0	0				5	5	5	4	4	8	0	0	0	9	9	13
	Microwave radio configured (digital)	0	0	0				5	5	5	0	0	0	0	0	0	5	5	5
	Microwave radio deactivated (analog)	0	0	0				5	0	1	2	0	4	0	0	0	7	0	5
	Microwave radio deactivated (digital)	0	0	0	137	160	85	0	0	0	4	0	0	0	0	0	141	160	85
	Microwave repeater installed (analog)	0	0	0	137	160	85	0	0	0	0	0	0	0	0	0	137	160	85
	Microwave repeater installed (digital)	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (analog)	0	0	0				0	0	0	4	4	0	0	0	0	4	4	0
	Microwave repeater configured (digital)	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (analog)	0	0	0				0	0	0	4	0	6	0	0	0	4	0	6

	Microwave repeater deactivated (digital)	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0				0	0	0	4	0	6	0	0	0	4	0	6
	Microwave repeater deinstalled (digital)	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	98	154	156				1091	1091	1091	8	8	16	7	13	13	1204	1266	1276
	Work Orders completed	98	154	156				1091	1091	1091	0	0	0	7	13	13	1196	1258	1260
	Add wireless data network component	0	0	0				2	2	2	0	0	10	0	0	0	2	2	12
	Remove wireless data network component	0	0	0				2	2	2	0	0	5	0	0	0	2	2	7
	Move wireless data network component	0	0	0				2	2	2	0	0	0	0	0	0	2	2	2
	Upgrade software wireless data network component	0	0	0				0	0	0	0	0	4	0	0	0	0	0	4
	Upgrade hardware wireless data network component	0	0	0				0	0	0	0	0	5	0	0	0	0	0	5
	Replace failed parts on wireless data network component	0	0	0				0	0	0	0	4	10	0	0	0	0	4	10
	Modify configuration of wireless data network component	33	30	35				0	0	0	0	0	4				33	30	39
	Troubleshoot wireless data network component	0	0	0				2	2	2	4	10	30	0	0	0	6	12	32
	Contact technical support for wireless data network component	0	0	0				0	0	0	0	2	10	0	0	0	0	2	10
	Add wireless data network component	0	0	0				0	0	0	0	4	10	0	0	0	0	4	10
	Provide modified documentation	0	0	0				0	0	0	0	4	10	0	0	0	0	4	10
	Provide unique service	0	0	0				0	0	0	0	0	2	0	0	0	0	0	2
C.5.3.2	**Voice Services (wired)**																		
	A Project Completed																		
	Replacement Plan for Wired Voice equipment Developed	0	0	0	7	10	6	6	4	1	0	3	5	0	1	0	13	18	12
	Develop Plans	0	0	0	6	7	6	24	24	24	0	3	5	0	1	0	30	35	35
	Develop Estimates	5	5	5	24	30	30	6	6	6	1	3	5	0	1	0	36	45	46
	Review submitted projects	5	5	5	6	6	6	6	6	6	1	3	5	1	1	1	19	21	23
	Perform Risk assessment	0	0	0	365	365	365	2	2	2	1	3	5	0	1	0	368	371	372
	Prepare documents for changes	0	0	0	96	96	120	31	31	31	4	4	4	0	1	0	131	132	155
	Test and evaluate plans	0	0	0	24	24	24	2	2	2	4	4	4	0	0	1	30	30	31
	Perform backup	0	0	0	192	192	240	180	192	204	4	4	4	0	0	3	376	388	451
	A Device and Service Provided																		
	Circuits troubleshot and troubles cleared	24	24	24	34	57	60	60	60	60	2	2	2	15	15	15	135	158	161
	Voice Circuit Installed	8	7	8	6	6	6	33	33	33	4	4	4	0	2	0	51	52	51
	Voice Circuit Upgraded	4	4	4	3	6	6	0	0	0	0	2	1	0	0	0	7	12	11
	Voice Circuit Disconnected	1	1	1	3	4	4	8	8	8	0	1	0	50	1	202	62	15	215
	ISDN Circuit requested to be installed	3	4	4	3	4	4	5	1	1	2	0	2	0	0	0	13	9	11
	ISDN Circuit requested to be disconnected	0	7	0	2	3	3	0	1	0	0	0	1	0	3	0	2	14	4
	DSL Circuit requested to be installed	2	0	2	0	0	2	1	2	3	1	0	1	0	0	0	4	2	8

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cable Modem requested to be installed	0	1	0	0	0	2	0	0	0	2	0	1	0	0	0	2	1	3
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0
Telephone service added	30	30	30	169	185	240	24	29	24	150	500	50	8	8	210	381	752	554
Telephone Service Moved	240	240	240	60	72	84	626	525	134	360	200	50	40	40	100	1326	1077	608
Telephone Service Changed	274	243	240	60	96	120	34	34	34	450	450	250	20	10	350	838	833	994
Telephone Service Deleted	48	48	48	24	24	24	16	16	16	150	450	50	0	10	250	238	548	388
Voicemail account moved	60	60	60	60	72	84	57	137	22	0	0	0	6	6	40	183	275	206
Voicemail account added	60	60	60	12	12	12	13	13	8	150	450	50	10	10	250	245	545	380
Voicemail account Changed	120	120	120	24	24	24	13	21	9	50	50	50	12	10	250	219	225	453
Voicemail account De-installed	30	30	30	12	12	12	6	14	6	50	50	50	3	2	200	101	108	298
Voicemail Menu Created	10	10	10	3	3	3	57	137	22	2	2	10	0	0	6	72	152	51
Voicemail Menu Modified	10	10	10	2	2	2	16	9	9	2	2	6	0	0	4	30	23	31
Voicemail System Backed Up	12	12	12	48	48	96	73	84	84	12	49	365	0	0	6	145	193	563
Switchboard Operator Calls Processed (District HQ)	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	2
Audio Conference Bridge Modified	10	10	10	43	51	60	4	4	4	0	0	0	5	3	5	62	68	79
PBX or Key System Installed	0	0	0	1	5	2	4	4	4	0	0	0	0	1	0	5	10	6
Preventative maintenance on a PBX or Key system performed	12	12	12	365	365	365	4	4	4	12	10	0	0	0	6	393	391	387
PBX or Key System backup performed	12	12	12	48	48	96	60	60	60	365	226	0	0	0	6	485	346	174
Problem on a PBX or Key System Resolved	240	240	240	30	30	30	49	50	50	7	6	0	0	0	240	326	326	560
PBX or Key System Program Change made	480	480	480	18	18	18	114	97	39	3	4	0	0	0	360	615	599	897
Call accounting system Managed	24	24	24	365	365	365	0	0	0	1	1	1	0	0	12	390	390	402
Call Accounting Report generated			12	693	693	693	0	0	0	0	0	12			12	693	693	729
Backup of the call accounting system			12	24	24	24	0	0	0	0	0	365			12	24	24	413
Outside cable plant installed	1	1	1	5	5	6	5	5	5	0	6	6	0	0	0	11	17	18
Outside cable plant Maintained	0	0	0	6	6	6	5	5	5	0	6	12	0	0	0	11	17	23
Outside cable plant Troubleshot	1	1	1	6	6	6	5	5	5	0	3	6	1	1	1	13	16	19
Outside cable plant Upgraded	0	0	0	2	2	3	2	2	2	0	4	6	0	0	0	4	8	11
Inside cable plant installed	10	10	10	128	163	180	626	525	134	1200	500	600	0	10	0	1964	1208	924
Inside cable plant Maintained	0	0	0	365	365	365	37	37	37	100	100	100	0	0	0	502	502	502
Inside cable plant Troubleshot	24	24	24	60	84	96	37	37	37	100	100	50	6	6	12	227	251	219
Inside cable plant Upgraded	0	0	0	60	60	60	72	72	72	200	20	20	0	0	0	332	152	152

	Documentation of Alterations to Communications Infrastructure	0	0	0	60	60	60	60	60	60	0	50	50	0	0	1	120	170	171
C.5.3.3	**Data Services Wired**																		
	Planning and Management of Projects																		
	Develop network tactical, strategic, and project plans, including documentation	1	2	1	42	44	48	4	4	4	0	1	6				47	51	59
	Develop network design plans including cost estimates.	1	2	1	42	44	48	4	4	4	0	8	12				47	58	65
	Review submitted projects, specifications and designs.	0	0	0	42	44	48	4	4	4	0	8	12				46	56	64
	Perform risk assessments for planned changes	1	2	1	21	22	24	2	2	3	0	8	12				24	34	40
	Prepare, plan and document planned configuration changes	0	0	0	1728	1728	1728	42	42	42	0	8	12				1770	1778	1782
	Test and evaluate planned configuration changes.	2	2	2	3	3	3	3	3	3	0	8	12				8	16	20
	Perform back-up of planned configuration change	2	2	2	360	360	360	3	3	3	0	8	12				365	373	377
	Support Operate and Maintain																		
	Troubleshoot and clear wired data circuit service problems	6	6	6	34	57	60	134	148	148	48	48	60				222	259	274
	Install wired data circuits	0	26	5	3	3	3	57	54	59	5	15	20				65	98	87
	Upgrade wired data circuits	0	15	5	2	4	5	122	132	62	0	0	0				124	151	72
	Request Wired data circuits disconnect	0	25	5	2	4	5	57	54	59	3	10	10				62	93	79
	Move Wired data circuits	0	1	1	2	2	2	252	252	119	0	0	20				254	255	142
	Update and maintain Network documentation	3	3	3	60	60	60	155	147	147	2	2	2				220	212	212
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	2	2	2				3	3	3	1	8	12				6	13	17
	Remove routers from your network	1	2	1				0	4	0	0	0	0				1	6	1
	Move routers on your network	1	2	2				6	2	4	0	0	0				7	4	6
	Upgrade the software on your routers	3	3	3				3	31	17	4	4	4				10	38	24
	Upgrade the hardware on your routers	1	1	1				4	4	4	3	3	10				8	8	15
	Replace failed hardware components on your routers	4	4	4				5	4	3	6	6	10				15	14	17
	Modify the configuration of the routers on your network	12	12	12				43	59	54	20	30	40				75	101	106
	Troubleshoot router problems	12	12	12				38	48	43	24	36	40				74	96	95
	Contact technical support for router problems	3	3	3				5	4	41	12	12	18				20	19	62
	Perform preventive maintenance on routers	0	0	0				24	24	24	0	0	0				24	24	24

Add switches to your network (layer 2 and 3 switches)	10	10	10				5	4	3	0	1	1				15	15	14
Remove switches from your network	1	2	1				0	0	0	0	0	0				1	2	1
Move switches on your network	1	2	1				3	3	4	5	6	8				9	11	13
Upgrade the software on your switches	3	3	3				4	4	4	48	60	75				55	67	82
Upgrade the hardware on your switches	0	0	0				3	4	2	0	3	5				3	7	7
Replace failed hardware components on your switches	10	10	10				3	3	3	20	20	20				33	33	33
Modify the configuration of the switches on your network	10	10	10				9	12	11	20	30	50				39	52	71
Troubleshoot switch problems	15	15	15				22	12	11	20	20	20				57	47	46
Contact technical support for switch problems	0	0	0				3	3	3	4	20	20				7	23	23
Perform preventive maintenance on switches	0	0	0				24	24	24	0	0	0				24	24	24
Add hubs to your network	0	0	0				5	0	0	5	0	0				10	0	0
Remove hubs from your network	0	0	0				0	0	0	0	10	30				0	10	30
Move hubs on your network	0	0	0				8	8	8	5	0	0				13	8	8
Upgrade the software on your hubs	0	0	0				0	0	0	4	3	2				4	3	2
Upgrade the hardware on your hubs	0	0	0				0	0	0	0	0	0				0	0	0
Replace failed hardware components on your hubs	0	0	0				0	0	0	20	20	5				20	20	5
Modify the configuration on the hubs on your network	0	0	0				0	0	0	20	20	5				20	20	5
Troubleshoot hub problems	0	0	0				3	3	3	20	20	5				23	23	8
Contact technical support for hub problems	0	0	0				0	0	0	3	0	0				3	0	0
Perform preventive maintenance on hubs	0	0	0				0	0	0	0	0	0				0	0	0
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	2	2	2				12	15	10	3	15	15				17	32	27
Remove DSU/CSU from your network	1	2	1				12	15	10	5	15	15				18	32	26
Move DSU/CSU on your network	1	2	2				8	8	8	0	2	3				9	12	13
Upgrade the software on your DSU/CSU	0	0	0				0	0	0	0	0	0				0	0	0
Upgrade your DSU/CSU	0	0	0				0	0	0	0	0	0				0	0	0
Replace failed DSU/CSU	4	4	4				3	3	3	2	2	2				9	9	9
Modify the configuration on DSU/CSU	4	4	4				10	10	10	0	0	0				14	14	14
Troubleshoot DSU/CSU problems	4	4	4				10	10	10	5	5	5				19	19	19
Contact technical support for DSU/CSU problems	4	4	4				10	10	10	5	5	5				19	19	19

	C1	C2	C3					M1	M2	M3	M4	M5	M6				E1	E2	E3
Add CODEC's to your network								0	0	0	0	0	0				0	0	0
Remove CODEC's from your network								0	0	0	0	0	0				0	0	0
Move CODEC'S on your network								0	0	0	0	0	0				0	0	0
Upgrade the software on your CODEC'S								0	0	0	0	0	0				0	0	0
Upgrade the hardware on your CODEC'S								0	0	0	0	0	0				0	0	0
Replace failed hardware components on your CODEC'S								0	0	0	0	0	0				0	0	0
Modify the configuration of the CODEC'S on your network								0	0	0	0	0	0				0	0	0
Troubleshoot CODEC'S problems								0	0	0	0	0	0				0	0	0
Contact technical support for CODEC'S problems								0	0	0	0	0	0				0	0	0
Perform preventive maintenance on CODEC'S								0	0	0	0	0	0				0	0	0
Add sensors to your network								3	7	2	0	0	0				3	7	2
Remove sensors from your network								3	2	2	30	100	200				33	102	202
Move sensors on your network								3	2	2	0	0	0				3	2	2
Upgrade the software on your sensors								3	2	2	0	0	0				3	2	2
Upgrade the hardware on your sensors								3	2	2	0	0	50				3	2	52
Replace failed hardware components on your sensors								3	2	2	5	10	20				8	12	22
Modify the configuration of the sensors on your network								3	2	2	5	100	200				8	102	202
Troubleshoot sensor problems								3	2	2	5	20	30				8	22	32
Contact technical support for sensor problems								3	2	2	0	5	10				3	7	12
Perform preventive maintenance on sensors								0	0	0	0	0	0				0	0	0
Add monitors/displays to your network	1	2	1					0	0	0	5	3	6				6	5	7
Remove monitors/displays from your network	0	0	0					0	0	0	0	0	0				0	0	0
Move monitors/displays on your network	0	0	0					0	0	0	0	0	0				0	0	0
Upgrade the software on your monitors/displays	0	0	0					0	0	0	0	1	3				0	1	3
Upgrade the hardware on your monitors/displays	0	0	0					0	0	0	0	0	0				0	0	0
Replace failed hardware components on your monitors/displays	0	0	0					0	0	0	0	1	2				0	1	2
Modify the configuration of the monitors/displays on your network	0	0	0					0	0	0	0	0	0				0	0	0

Task															
Troubleshoot monitors/displays problems	0	0	0				0	0	0	0	1	4	0	1	4
Contact technical support for monitors/displays problems	0	0	0				0	0	0	0	0	2	0	0	2
Perform preventive maintenance on monitors/displays	0	0	0				0	0	0	0	2	5	0	2	5
Add video input device to your network							3	7	25	5	30	50	8	37	75
Remove video input device from your network							1	0	0	0	0	0	1	0	0
Move video input device on your network							2	2	2	0	0	4	2	2	6
Upgrade the software on your video input device							0	0	0	0	0	2	0	0	2
Upgrade the hardware on your video input device							0	0	0	0	0	0	0	0	0
Replace failed hardware components on your video input device							2	2	2	2	6	20	4	8	22
Modify the configuration of the video input device on your network							5	5	5	0	0	0	5	5	5
Troubleshoot video input device problems							3	3	3	5	10	20	8	13	23
Contact technical support for video input device problems							3	3	3	2	2	5	5	5	8
Perform preventive maintenance on video input device							3	3	3	5	10	50	8	13	53
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	4	4	4	3	4	4	3	3	3	4	6	10	14	17	21
Remove faxes from your network	0	0	0	3	4	4	3	3	3	4	3	4	10	10	11
Move faxes on your network	4	4	4	2	2	2	3	3	3	4	4	4	13	13	13
Upgrade the software on your faxes	0	0	0	2	2	2	0	0	0	0	0	0	2	2	2
Replace failed hardware components on your faxes	0	0	0	2	2	2	2	2	2	3	4	4	7	8	8
Modify the configuration of the faxes on your network	0	0	0	4	4	4	2	2	2	0	0	0	6	6	6
Troubleshoot fax problems	0	0	0	12	12	12	7	7	7	2	4	6	21	23	25
Contact technical support for fax problems	0	0	0	2	2	2	0	0	0	0	0	0	2	2	2
Perform preventive maintenance on faxes	0	0	0	540	540	540	0	0	0	0	0	0	540	540	540
Perform preventive maintenance on emergency wired data network components				365	365	365	24	24	24	0	0	0	389	389	389
Add other types of wired data network components							7	7	7	0	0	0	7	7	7
Remove other types of wired data network components							7	7	7	0	0	0	7	7	7

Description																
Move other types of wired data network components				7	7	7	0	0	0			7	7	7
Upgrade software on other types of wired data network components				0	0	0	0	0	0			0	0	0
Upgrade hardware on other types of wired data network components				7	7	7	0	0	0			7	7	7
Replace failed parts on other types of wired data network components				7	7	7	0	0	0			7	7	7
Modify configuration of other types of wired data network components				7	7	7	0	0	0			7	7	7
Troubleshoot other types of wired data network components				7	7	7	0	0	0			7	7	7
Contact technical support for other types of wired data network components				3	3	3	0	0	0			3	3	3
Perform preventive maintenance on other types of wired data network components	365	365	365	24	24	24	0	0	0			389	389	389
Provide modified documentation after new installs/upgrades for other types of wired data network components	0	0	0	7	7	7	0	0	0			7	7	7
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	0	0	0			0	0	0
Provide user training for wired data services	0	0	0	50	50	50	0	0	0			50	50	50
Number of help desk requests in support of wired data services	18	18	18	97	104	82	0	0	0			115	122	100
Install inside cable in support of wired data services	25	25	25	156	83	46	50	50	50			231	158	121
Maintain inside cable in support of wired data services	25	25	25	3	4	3	100	50	20			128	79	48
Troubleshoot inside cable in support of wired data services	25	25	25	47	40	39	100	50	50			172	115	114
Upgrade inside cable in support of wired data services	0	0	0	220	144	106	200	50	20			420	194	126
Install outside cable in support of wired data services	0	0	0	5	5	5	5	2	5			10	7	10
Maintain outside cable in support of wired data services	0	0	0	5	5	5	0	3	5			5	8	10
Troubleshoot outside cable in support of wired data services	0	0	0	5	5	5	0	3	5			5	8	10

	Upgrade outside cable in support of wired data services	0	0	0				2	2	2	0	0	0				2	2	2
C.5.3.4.	**VTC/Video Services**																		
	Project Planning and Management																		
	A Project Completed	1	1	1	2	2	2	2	2	2	0	0	0				5	5	5
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	1	1	1	2	2	2	2	2	2	0	0	0				5	5	5
	Install, Operate and Maintain Video Teleconferencing Services																		
	Process FTS requests for VTC service.	9	16	17	33	46	60	9	16	17	0	0	0				51	78	94
	Process FTS Disconnect Orders for VTC services.	9	16	17	33	46	60	9	16	17	0	0	0				51	78	94
	Install Video Teleconferencing Equipment	0	0	1	33	46	60	2	2	2	1	1	0				36	49	63
	Resolve problems with Video Teleconferencing Equipment	6	6	6	33	46	60	6	6	6	1	2	1				46	60	73
	Perform PM on Video Teleconferencing Equipment	6	6	6	24	24	24	2	2	2	0	0	0				32	32	32
	De-install Video Teleconferencing Equipment	0	0	0	33	46	60	2	2	2	0	0	0				35	48	62
	Resolve desktop video teleconferencing equipment problems	0	0	0	0	0	0	2	2	2	0	0	0				2	2	2
	Move video teleconferencing equipment or services	0	0	0	24	24	24	9	16	17	2	2	1				35	42	42
	Add video teleconferencing equipment or services	3	3	3	33	46	60	9	16	17	0	1	0				45	66	80
	Change video teleconferencing equipment or services, including configuration modification.	1	1	1	33	46	60	9	16	17	0	0	1				43	63	79
	Delete video teleconferencing equipment or services	0	0	0	33	46	60	0	0	0	0	0	0				33	46	60
	Provide user training for video teleconferencing equipment or services	0	0	0	24	24	24	2	2	2	2	2	2				28	28	28
	Move CCTV equipment or services	0	0	0	96	96	96	2	2	2	0	0	0				98	98	98
	Add CCTV equipment or services	0	0	0	96	96	96	2	2	2	0	0	0				98	98	98
	Change CCTV equipment or services	0	0	0	96	96	96	2	2	2	0	0	0				98	98	98
	Delete CCTV equipment or services	0	0	0	96	96	96	0	0	0	0	0	0				96	96	96
	Move surveillance systems equipment or services	0	0	0	0	0	0	2	2	2	0	0	0				2	2	2
	Add surveillance systems equipment or services	0	0	0	0	0	3	2	2	2	0	0	0				2	2	5

Code	Task															
	Change surveillance systems equipment or services	0	0	0	0	0	0	2	2	2	0	0	0	2	2	2
	Delete surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move streaming video equipment	0	0	0				0	3	4	0	0	0	0	3	4
	Add streaming video equipment	0	0	0				0	1	1	0	0	0	0	1	1
	Change streaming video equipment	0	0	0				0	0	4	0	0	0	0	0	4
	Delete streaming video equipment	0	0	0				0	0	0	0	0	0	0	0	0
	Requests for video capture	0	0	0				0	9	26	0	0	0	0	9	26
	Requests for video archive	0	0	0				90	84	89	0	0	0	90	84	89
	Number of help desk requests in support of Video services	80	77	84				9	16	17	0	0	0	89	93	101
	Instances of unique applications related to video services	1	0	1				2	2	2	0	0	0	3	2	3
	Install inside cable in support of video services	1	2	2				11	11	11	0	0	0	12	13	13
	Maintain inside cable in support of video services	2	2	2				2	2	2	0	0	0	4	4	4
	Troubleshoot inside cable in support of video services	2	2	2				2	2	2	0	0	0	4	4	4
	Upgrade inside cable in support of video services	0	0	0				0	0	0	0	0	0	0	0	0
	Install outside cable in support of video services	0	0	0				0	0	0	0	0	0	0	0	0
	Maintain outside cable in support of video services	0	0	0				0	0	0	0	0	0	0	0	0
	Troubleshoot outside cable in support of video services	0	0	0				0	0	0	0	0	0	0	0	0
	Upgrade outside cable in support of video services	0	0	0				2	2	2	0	0	0	2	2	2
C.5.3.5	**Radio Services and Support**															
	Project Planning and Management															
	The number of Radio Service or Support projects you plan,	0	0	0				8	14	18				8	14	18
	Install, Operate and Maintain Radio Services and Support															
	Install, test and submit for acceptance new or upgraded systems	0	24	1				8	14	367	14	11	0	22	49	368
	Provide 'as built' documentation of system	0	1	0				2	18	68	0	1	0	2	20	68
	Resolve radio equipment problems	12	12	12				21	21	113	120	100		153	133	125
	Move mobile equipment	7	8	7				18	12	18	40	86	30	65	106	55
	Add mobile equipment	0	2	1				2	2	2	0	0	0	2	4	3
	Change mobile equipment	11	17	8				6	6	167	40	86	30	57	109	205
	De-install mobile equipment	6	5	6				2	2	2	40	90	0	48	97	8
	Move base station equipment	0	3	2				0	0	0	50	50	50	50	53	52

Add base station equipment	0	2	2			2	2	2	7	0	0				9	4	4
Change base station equipment	0	23	1			2	2	45	1	34	0				3	59	46
De-install base station equipment	0	23	1			0	0	0	10	0	15				10	23	16
Move repeaters.	0	1	0			2	1	1	0	0	0				2	2	1
Add repeaters	0	1	0			2	2	2	1	2	0				3	5	2
Change repeaters	0	3	1			0	0	7	0	0	0				0	3	8
De-install repeaters	6	5	8			0	0	0	0	0	0				6	5	8
Move radio control consoles..	0	0	0			0	0	0	5	10	5				5	10	5
Add radio control consoles.	0	0	0			0	0	0	0	1	0				0	1	0
Change radio control consoles.	0	0	0			0	0	0	2	3	0				2	3	0
De-install radio control consoles.	0	0	0			0	0	0	0	0	0				0	0	0
Move data radios..	0	0	0			0	0	0	0	0	0				0	0	0
Add data radios.	0	0	0			0	0	0	0	0	0				0	0	0
Change data radios.	0	0	0			0	0	0	0	0	0				0	0	0
De-install data radios.	0	0	0			0	0	0	0	0	0				0	0	0
Move AM radios.	0	0	0			0	0	0	1	0	0				1	0	0
Add AM radios.	0	0	0			0	0	0	0	0	1				0	0	1
Change AM radios.	0	0	0			0	0	0	0	0	0				0	0	0
De-install AM radios.	0	0	0			0	0	0	1	0	0				1	0	0
Move FM radios.	0	0	0			0	0	0	0	0	2				0	0	2
Add FM radios.	0	0	0			0	0	0	0	1	0				0	1	0
Change FM radios.	0	0	0			0	0	0	0	0	0				0	0	0
De-install FM radios.	0	0	0			0	0	0	0	0	1				0	0	1
Move Public Service Broadcast or information radios.	0	0	0			0	0	0	0	0	0				0	0	0
Add Public Service Broadcast or information radios.	0	0	0			0	0	0	0	0	0				0	0	0
Change Public Service Broadcast or information radios.	0	0	0			0	0	0	0	0	0				0	0	0
De-install Public Service Broadcast or information radios.	0	0	0			0	0	0	0	0	0				0	0	0
Move radio or microwave tower.	0	0	0			0	0	0	0	1	0				0	1	0
Add radio or microwave tower.	0	0	0			1	0	0	0	0	0				1	0	0
Change radio or microwave tower.	0	0	0			0	0	0	0	0	0				0	0	0
De-install radio or microwave tower.	3	0	0			3	0	1	0	0	3				6	0	4
Move radio control over IP device.	0	0	0			0	0	0	0	0	0				0	0	0
Add radio control over IP device.	0	0	0			0	0	0	0	0	1				0	0	1
Change radio control over IP device.	0	0	0			0	0	0	0	0	0				0	0	0
De-install radio control over IP device.	0	0	0			0	0	0	0	0	0				0	0	0
Move terminating equipment (MUX)	0	0	0			4	4	4	0	0	0				4	4	4

Task																			
Add terminating equipment (MUX)	0	0	0				4	4	4	0	1	0				4	5	4
Change terminating equipment (MUX)	0	0	0				4	4	4	0	0	0				4	4	4
De-install terminating equipment (MUX)	0	0	0				1	2	4	0	0	14				1	2	18
Perform preventive maintenance on radio equipment	5	4	5				48	48	48	140	118	158				193	170	211
Remove and reinstall mobile radios for vehicle replacement	3	14	6				6	5	4	40	86	40				49	105	50
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	0	0	0				2	2	2	140	118	158				142	120	160
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	11	2	28				5	5	363	30	501	40				46	508	431
Radio Equipment and Spectrum XXI Information System (IS) support																		
Power systems installed	0	0	0				3	4	101	0	0	0				3	4	101
Power systems de-installed	0	0	0				3	3	3	0	0	0				3	3	3
Power systems moved	0	0	0				3	3	3	0	0	0				3	3	3
Tower inspections	0	0	0				36	36	36	36	20	36				72	56	72
Replace tower lighting	0	0	0				3	3	3	5	6	5				8	9	8
Request new frequency assignments.	0	4	4				3	3	3	10	120	5				13	127	12
Review existing frequency assignments (5-year update)	4	4	4				4	11	10	0	550	133				8	565	147
Report frequency interference	1	0	1				2	1	2	0	0	0				3	1	3
Interference cases investigated	0	0	0				2	1	2	0	0	0				2	1	2
Interference cases resolved	1	0	1				2	1	2	0	0	0				3	1	3
Gather and compile radio equipment contract requirements	0	0	0				4	26	2	0	0	0				4	26	2
Assist in the development of radio contract solicitation	0	0	0				2	1	2	0	0	0				2	1	2
Assist in evaluation of solicitation bids	0	0	0				2	1	2	0	0	0				2	1	2

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER		CEHECSA			HECSA TOTALS		
		FY05		FY05	FY03	FY04	FY05
C.5.3	**Communications**						
C.5.3.1	**Wireless Voice and Data**						
	Project Planning and Management						
	Studies Submitted	172	168	176	172	168	176
	Consults Provided	720	720	720	720	720	720
	Business Cases prepared	120	120	120	120	120	120
	Design's created and submitted	48	48	48	48	48	48
	Test's conducted	24	24	24	24	24	24
	Certification's completed	0	0	0	0	0	0
	Project's created and submitted	168	168	168	168	168	168
	Wireless Voice and Data Services						
	Routers installed	0	0	0	0	0	0
	Routers configured	0	0	0	0	0	0
	Routers deinstalled	0	0	0	0	0	0
	AP activated	0	0	0	0	0	0
	AP configured	0	0	0	0	0	0
	AP deactivated	0	0	0	0	0	0
	Pagers activated	0	0	0	0	0	0
	Pagers deactivated	0	0	0	0	0	0
	Mobile satellites activated	48	48	48	48	48	48
	Mobile satellites deactivated	0	0	0	0	0	0
	Cellular telephone activated	10	8	50	10	8	50
	Cellular telephone deactivated	2	0	0	2	0	0
	PDA activated	48	102	74	48	102	74
	PDA deactivated	4	4	0	4	4	0
	GPS activated	4	4	4	4	4	4
	GPS configured	4	4	4	4	4	4
	GPS deactivated	4	4	4	4	4	4
	Microwave radio activated (analog)	4	4	4	4	4	4
	Microwave radio activated (digital)	4	4	4	4	4	4
	Microwave radio configured (analog)	4	4	4	4	4	4
	Microwave radio configured (digital)	4	4	4	4	4	4
	Microwave radio deactivated (analog)	4	4	2	4	4	2
	Microwave radio deactivated (digital)	4	4	4	4	4	4
	Microwave repeater installed (analog)	4	4	4	4	4	4
	Microwave repeater installed (digital)	4	4	4	4	4	4
	Microwave repeater configured (analog)	4	4	4	4	4	4
	Microwave repeater configured (digital)	4	4	4	4	4	4
	Microwave repeater deactivated (analog)	4	4	4	4	4	4

	Microwave repeater deactivated (digital)	4	4	4	4	4	4
	Microwave repeater deinstalled (analog)	4	4	4	4	4	4
	Microwave repeater deinstalled (digital)	4	4	4	4	4	4
	Work Orders Submitted	4	4	4	4	4	4
	Work Orders completed	4	4	4	4	4	4
	Add wireless data network component	0	0	0	0	0	0
	Remove wireless data network component	0	0	0	0	0	0
	Move wireless data network component	0	0	0	0	0	0
	Upgrade software wireless data network component	0	0	0	0	0	0
	Upgrade hardware wireless data network component	0	0	0	0	0	0
	Replace failed parts on wireless data network component	0	0	0	0	0	0
	Modify configuration of wireless data network component	0	0	0	0	0	0
	Troubleshoot wireless data network component	0	0	0	0	0	0
	Contact technical support for wireless data network component	0	0	0	0	0	0
	Add wireless data network component	0	0	0	0	0	0
	Provide modified documentation	0	0	0	0	0	0
	Provide unique service	0	0	0	0	0	0
C.5.3.2	**Voice Services (wired)**						
	A Project Completed						
	Replacement Plan for Wired Voice equipment Developed	0	0	0	0	0	0
	Develop Plans	120	120	120	120	120	120
	Develop Estimates	0	0	0	0	0	0
	Review submitted projects	0	0	0	0	0	0
	Perform Risk assessment	0	0	0	0	0	0
	Prepare documents for changes	0	0	0	0	0	0
	Test and evaluate plans	0	0	0	0	0	0
	Perform backup	0	0	0	0	0	0
	A Device and Service Provided						
	Circuits troubleshot and troubles cleared	0	0	0	0	0	0
	Voice Circuit Installed	0	0	0	0	0	0
	Voice Circuit Upgraded	0	0	0	0	0	0
	Voice Circuit Disconnected	0	0	0	0	0	0
	ISDN Circuit requested to be installed	0	0	0	0	0	0
	ISDN Circuit requested to be disconnected	0	0	0	0	0	0
	DSL Circuit requested to be installed	0	0	0	0	0	0

DSL Circuit Requested to be Disconnected	0	0	0	0	0	0
Cable Modem requested to be installed	0	0	0	0	0	0
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0
Telephone service added	0	0	0	0	0	0
Telephone Service Moved	0	0	0	0	0	0
Telephone Service Changed	0	0	0	0	0	0
Telephone Service Deleted	0	0	0	0	0	0
Voicemail account moved	0	0	0	0	0	0
Voicemail account added	0	0	0	0	0	0
Voicemail account Changed	0	0	0	0	0	0
Voicemail account De-installed	0	0	0	0	0	0
Voicemail Menu Created	0	0	0	0	0	0
Voicemail Menu Modified	0	0	0	0	0	0
Voicemail System Backed Up	0	0	0	0	0	0
Switchboard Operator Calls Processed (District HQ)	0	0	0	0	0	0
Audio Conference Bridge Modified	0	0	0	0	0	0
PBX or Key System Installed	24	24	24	24	24	24
Preventative maintenance on a PBX or Key system performed	0	0	0	0	0	0
PBX or Key System backup performed	0	0	0	0	0	0
Problem on a PBX or Key System Resolved	24	24	24	24	24	24
PBX or Key System Program Change made	24	24	24	24	24	24
Call accounting system Managed	0	0	0	0	0	0
Call Accounting Report generated	0	0	0	0	0	0
Backup of the call accounting system	0	0	0	0	0	0
Outside cable plant installed	0	0	0	0	0	0
Outside cable plant Maintained	0	0	0	0	0	0
Outside cable plant Troubleshot	0	0	0	0	0	0
Outside cable plant Upgraded	0	0	0	0	0	0
Inside cable plant installed	0	0	0	0	0	0
Inside cable plant Maintained	0	0	0	0	0	0
Inside cable plant Troubleshot	0	0	0	0	0	0
Inside cable plant Upgraded	0	0	0	0	0	0

	Documentation of Alterations to Communications Infrastructure	0	0	0	0	0	0
C.5.3.3	**Data Services Wired**						
	Planning and Management of Projects						
	Develop network tactical, strategic, and project plans, including documentation	120	120	120	120	120	120
	Develop network design plans including cost estimates.	72	72	72	72	72	72
	Review submitted projects, specifications and designs.	120	120	120	120	120	120
	Perform risk assessments for planned changes	72	72	72	72	72	72
	Prepare, plan and document planned configuration changes	72	72	72	72	72	72
	Test and evaluate planned configuration changes.	0	0	0	0	0	0
	Perform back-up of planned configuration change	0	0	0	0	0	0
	Support Operate and Maintain						
	Troubleshoot and clear wired data circuit service problems	4	6	8	4	6	8
	Install wired data circuits	288	120	48	288	120	48
	Upgrade wired data circuits	4	4	4	4	4	4
	Request Wired data circuits disconnect	0	0	0	0	0	0
	Move Wired data circuits	0	0	0	0	0	0
	Update and maintain Network documentation	48	48	48	48	48	48
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	4	4	4	4	4	4
	Remove routers from your network	4	4	4	4	4	4
	Move routers on your network	4	4	4	4	4	4
	Upgrade the software on your routers	4	4	4	4	4	4
	Upgrade the hardware on your routers	4	4	4	4	4	4
	Replace failed hardware components on your routers	4	4	4	4	4	4
	Modify the configuration of the routers on your network	4	4	4	4	4	4
	Troubleshoot router problems	4	4	4	4	4	4
	Contact technical support for router problems	0	0	0	0	0	0
	Perform preventive maintenance on routers	4	4	4	4	4	4

TECHNICAL EXHIBIT 2
Communications

Add switches to your network (layer 2 and 3 switches)	4	4	4	4	4	4
Remove switches from your network	4	4	4	4	4	4
Move switches on your network	4	4	4	4	4	4
Upgrade the software on your switches	4	4	4	4	4	4
Upgrade the hardware on your switches	4	4	4	4	4	4
Replace failed hardware components on your switches	4	4	4	4	4	4
Modify the configuration of the switches on your network	6	6	6	6	6	6
Troubleshoot switch problems	4	4	4	4	4	4
Contact technical support for switch problems	0	0	0	0	0	0
Perform preventive maintenance on switches	4	4	4	4	4	4
Add hubs to your network	4	4	4	4	4	4
Remove hubs from your network	4	4	4	4	4	4
Move hubs on your network	4	4	4	4	4	4
Upgrade the software on your hubs	4	4	4	4	4	4
Upgrade the hardware on your hubs	4	4	4	4	4	4
Replace failed hardware components on your hubs	4	4	4	4	4	4
Modify the configuration on the hubs on your network	4	4	4	4	4	4
Troubleshoot hub problems	4	4	4	4	4	4
Contact technical support for hub problems	0	0	0	0	0	0
Perform preventive maintenance on hubs	4	4	4	4	4	4
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	4	4	4	4	4	4
Remove DSU/CSU from your network	4	4	4	4	4	4
Move DSU/CSU on your network	4	4	4	4	4	4
Upgrade the software on your DSU/CSU	4	4	4	4	4	4
Upgrade your DSU/CSU	4	4	4	4	4	4
Replace failed DSU/CSU	4	4	4	4	4	4
Modify the configuration on DSU/CSU	4	4	4	4	4	4
Troubleshoot DSU/CSU problems	4	4	4	4	4	4
Contact technical support for DSU/CSU problems	0	0	0	0	0	0

TECHNICAL EXHIBIT 2
Communications

	Add CODEC's to your network	2	2	2	2	2	2
	Remove CODEC's from your network	2	2	2	2	2	2
	Move CODEC'S on your network	2	2	2	2	2	2
	Upgrade the software on your CODEC'S	2	2	2	2	2	2
	Upgrade the hardware on your CODEC'S	2	2	2	2	2	2
	Replace failed hardware components on your CODEC'S	2	2	2	2	2	2
	Modify the configuration of the CODEC'S on your network	2	2	2	2	2	2
	Troubleshoot CODEC'S problems	2	2	2	2	2	2
	Contact technical support for CODEC'S problems	2	2	2	2	2	2
	Perform preventive maintenance on CODEC'S	2	2	2	2	2	2
	Add sensors to your network	2	2	2	2	2	2
	Remove sensors from your network	2	2	2	2	2	2
	Move sensors on your network	2	2	2	2	2	2
	Upgrade the software on your sensors	4	4	4	4	4	4
	Upgrade the hardware on your sensors	2	4	4	2	4	4
	Replace failed hardware components on your sensors	2	4	4	2	4	4
	Modify the configuration of the sensors on your network	4	4	4	4	4	4
	Troubleshoot sensor problems	2	4	4	2	4	4
	Contact technical support for sensor problems	0	0	0	0	0	0
	Perform preventive maintenance on sensors	4	4	4	4	4	4
	Add monitors/displays to your network	4	4	4	4	4	4
	Remove monitors/displays from your network	4	4	4	4	4	4
	Move monitors/displays on your network	4	4	4	4	4	4
	Upgrade the software on your monitors/displays	6	6	6	6	6	6
	Upgrade the hardware on your monitors/displays	4	4	4	4	4	4
	Replace failed hardware components on your monitors/displays	2	2	2	2	2	2
	Modify the configuration of the monitors/displays on your network	8	8	8	8	8	8

Troubleshoot monitors/displays problems	4	4	4	4	4	4
Contact technical support for monitors/displays problems	0	0	0	0	0	0
Perform preventive maintenance on monitors/displays	6	6	6	6	6	6
Add video input device to your network	2	2	2	2	2	2
Remove video input device from your network	2	2	2	2	2	2
Move video input device on your network	2	2	2	2	2	2
Upgrade the software on your video input device	4	4	4	4	4	4
Upgrade the hardware on your video input device	4	4	4	4	4	4
Replace failed hardware components on your video input device	4	4	4	4	4	4
Modify the configuration of the video input device on your network	4	4	4	4	4	4
Troubleshoot video input device problems	4	4	4	4	4	4
Contact technical support for video input device problems	0	0	0	0	0	0
Perform preventive maintenance on video input device	4	4	4	4	4	4
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	2	2	2	2	2	2
Remove faxes from your network	2	2	2	2	2	2
Move faxes on your network	2	2	2	2	2	2
Upgrade the software on your faxes	6	6	6	6	6	6
Replace failed hardware components on your faxes	2	2	2	2	2	2
Modify the configuration of the faxes on your network	4	4	4	4	4	4
Troubleshoot fax problems	2	2	2	2	2	2
Contact technical support for fax problems	0	0	0	0	0	0
Perform preventive maintenance on faxes	4	4	4	4	4	4
Perform preventive maintenance on emergency wired data network components	24	24	24	24	24	24
Add other types of wired data network components	288	120	48	288	120	48
Remove other types of wired data network components	4	4	4	4	4	4

Move other types of wired data network components	0	0	0	0	0	0
Upgrade software on other types of wired data network components	4	4	4	4	4	4
Upgrade hardware on other types of wired data network components	4	4	4	4	4	4
Replace failed parts on other types of wired data network components	4	4	4	4	4	4
Modify configuration of other types of wired data network components	4	4	4	4	4	4
Troubleshoot other types of wired data network components	4	4	4	4	4	4
Contact technical support for other types of wired data network components	0	0	0	0	0	0
Perform preventive maintenance on other types of wired data network components	4	4	4	4	4	4
Provide modified documentation after new installs/upgrades for other types of wired data network components	8	8	8	8	8	8
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0
Provide user training for wired data services	10	10	10	10	10	10
Number of help desk requests in support of wired data services	0	0	0	0	0	0
Install inside cable in support of wired data services	6	6	6	6	6	6
Maintain inside cable in support of wired data services	6	6	6	6	6	6
Troubleshoot inside cable in support of wired data services	4	4	4	4	4	4
Upgrade inside cable in support of wired data services	2	2	2	2	2	2
Install outside cable in support of wired data services	2	2	2	2	2	2
Maintain outside cable in support of wired data services	2	2	2	2	2	2
Troubleshoot outside cable in support of wired data services	2	2	2	2	2	2

	Upgrade outside cable in support of wired data services	0	0	0	0	0	0
C.5.3.4.	**VTC/Video Services**				0	0	0
	Project Planning and Management						
	A Project Completed	108	108	108	108	108	108
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	108	108	108	108	108	108
	Install, Operate and Maintain Video Teleconferencing Services						
	Process FTS requests for VTC service.	600	600	600	600	600	600
	Process FTS Disconnect Orders for VTC services.	600	600	600	600	600	600
	Install Video Teleconferencing Equipment	8	8	8	8	8	8
	Resolve problems with Video Teleconferencing Equipment	8	8	8	8	8	8
	Perform PM on Video Teleconferencing Equipment	8	8	8	8	8	8
	De-install Video Teleconferencing Equipment	0	0	0	0	0	0
	Resolve desktop video teleconferencing equipment problems	8	8	8	8	8	8
	Move video teleconferencing equipment or services	0	0	0	0	0	0
	Add video teleconferencing equipment or services	8	8	8	8	8	8
	Change video teleconferencing equipment or services, including configuration modification.	8	8	8	8	8	8
	Delete video teleconferencing equipment or services	0	0	0	0	0	0
	Provide user training for video teleconferencing equipment or services	8	8	8	8	8	8
	Move CCTV equipment or services	0	0	0	0	0	0
	Add CCTV equipment or services	8	8	8	8	8	8
	Change CCTV equipment or services	8	8	8	8	8	8
	Delete CCTV equipment or services	8	8	8	8	8	8
	Move surveillance systems equipment or services	48	48	48	48	48	48
	Add surveillance systems equipment or services	48	48	48	48	48	48

	Change surveillance systems equipment or services	48	48	48	48	48	48
	Delete surveillance systems equipment or services	48	48	48	48	48	48
	Move streaming video equipment	0	0	0	0	0	0
	Add streaming video equipment	0	0	0	0	0	0
	Change streaming video equipment	0	0	0	0	0	0
	Delete streaming video equipment	0	0	0	0	0	0
	Requests for video capture	0	0	0	0	0	0
	Requests for video archive	0	0	0	0	0	0
	Number of help desk requests in support of Video services	0	0	0	0	0	0
	Instances of unique applications related to video services	96	96	96	96	96	96
	Install inside cable in support of video services	8	8	8	8	8	8
	Maintain inside cable in support of video services	8	8	8	8	8	8
	Troubleshoot inside cable in support of video services	8	8	8	8	8	8
	Upgrade inside cable in support of video services	8	8	8	8	8	8
	Install outside cable in support of video services	8	8	8	8	8	8
	Maintain outside cable in support of video services	8	8	8	8	8	8
	Troubleshoot outside cable in support of video services	8	8	8	8	8	8
	Upgrade outside cable in support of video services	8	8	8	8	8	8
C.5.3.5	**Radio Services and Support**						
	Project Planning and Management						
	The number of Radio Service or Support projects you plan,	36	36	36	36	36	36
	Install, Operate and Maintain Radio Services and Support						
	Install, test and submit for acceptance new or upgraded systems	120	120	120	120	120	120
	Provide 'as built' documentation of system	4	532	532	4	532	532
	Resolve radio equipment problems	4	532	532	4	532	532
	Move mobile equipment	4	12	12	4	12	12
	Add mobile equipment	4	12	12	4	12	12
	Change mobile equipment	4	12	12	4	12	12
	De-install mobile equipment	4	4	4	4	4	4
	Move base station equipment	4	12	12	4	12	12

TECHNICAL EXHIBIT 2
Communications

Add base station equipment	4	4	4	4	4	4
Change base station equipment	4	12	12	4	12	12
De-install base station equipment	4	12	12	4	12	12
Move repeaters.	4	4	4	4	4	4
Add repeaters	4	12	12	4	12	12
Change repeaters	4	4	4	4	4	4
De-install repeaters	4	12	12	4	12	12
Move radio control consoles..	4	12	12	4	12	12
Add radio control consoles.	4	12	12	4	12	12
Change radio control consoles.	4	52	52	4	52	52
De-install radio control consoles.	4	52	52	4	52	52
Move data radios..	4	52	52	4	52	52
Add data radios.	4	52	52	4	52	52
Change data radios.	4	4	4	4	4	4
De-install data radios.	4	4	4	4	4	4
Move AM radios.	4	4	4	4	4	4
Add AM radios.	4	4	4	4	4	4
Change AM radios.	4	4	4	4	4	4
De-install AM radios.	4	4	4	4	4	4
Move FM radios.	4	4	4	4	4	4
Add FM radios.	4	100	100	4	100	100
Change FM radios.	4	12	12	4	12	12
De-install FM radios.	4	12	12	4	12	12
Move Public Service Broadcast or information radios.	0	8	8	0	8	8
Add Public Service Broadcast or information radios.	0	8	8	0	8	8
Change Public Service Broadcast or information radios.	0	8	8	0	8	8
De-install Public Service Broadcast or information radios.	0	8	8	0	8	8
Move radio or microwave tower.	4	12	12	4	12	12
Add radio or microwave tower.	4	12	12	4	12	12
Change radio or microwave tower.	4	12	12	4	12	12
De-install radio or microwave tower.	4	4	4	4	4	4
Move radio control over IP device.	12	12	12	12	12	12
Add radio control over IP device.	12	12	12	12	12	12
Change radio control over IP device.	12	12	12	12	12	12
De-install radio control over IP device.	12	12	12	12	12	12
Move terminating equipment (MUX)	12	12	12	12	12	12

TECHNICAL EXHIBIT 2
Communications

	Add terminating equipment (MUX)	12	12	12	12	12	12
	Change terminating equipment (MUX)	12	12	12	12	12	12
	De-install terminating equipment (MUX)	12	12	12	12	12	12
	Perform preventive maintenance on radio equipment	12	12	12	12	12	12
	Remove and reinstall mobile radios for vehicle replacement	12	12	12	12	12	12
	Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	12	12	12	12	12	12
	Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	12	12	12	12	12	12
	Radio Equipment and Spectrum XXI Information System (IS) support						
	Power systems installed	0	0	0	0	0	0
	Power systems de-installed	0	0	0	0	0	0
	Power systems moved	0	0	0	0	0	0
	Tower inspections	0	0	0	0	0	0
	Replace tower lighting	0	0	0	0	0	0
	Request new frequency assignments.	0	0	0	0	0	0
	Review existing frequency assignments (5-year update)	0	0	0	0	0	0
	Report frequency interference	0	0	0	0	0	0
	Interference cases investigated	0	0	0	0	0	0
	Interference cases resolved	0	0	0	0	0	0
	Gather and compile radio equipment contract requirements	0	0	0	0	0	0
	Assist in the development of radio contract solicitation	0	0	0	0	0	0
	Assist in evaluation of solicitation bids	0	0	0	0	0	0

TECHNICAL EXHIBIT 2
Communications

PARAGRAPH NUMBER		CEEIS			CEHNC			CEFC			CEERD			CENTERS & LABS TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications															
C.5.3.1	Wireless Voice and Data															
	Project Planning and Management															
	Studies Submitted	1	3	3	9	9	9	0	0	0	2	1	2	12	13	14
	Consults Provided	2	5	5	480	480	480	0	0	0	29	149	275	511	634	760
	Business Cases prepared	2	2	2	0	0	0	0	0	0	1	1	2	3	3	4
	Design's created and submitted	4	4	4	24	24	24	0	0	0	5	7	8	33	35	36
	Test's conducted	8	12	4	144	144	144	0	0	0	9	17	31	161	173	179
	Certification's completed	1	1	1	144	168	240	12	12	12	0	2	5	157	183	258
	Project's created and submitted	2	1	1	12	12	12	0	0	0	2	2	3	16	15	16
	Wireless Voice and Data Services															
	Routers installed	1	3	3	0	0	3	0	0	0	2	6	7	3	9	13
	Routers configured	1	3	3	0	0	6	0	0	0	5	22	50	6	25	59
	Routers deinstalled	0	0	0	0	0	0	0	0	0	0	5	7	0	5	7
	AP activated	1	4	12	0	0	12	0	0	0	7	100	53	8	104	77
	AP configured	1	4	12	0	0	0	0	0	0	21	136	118	22	140	130
	AP deactivated	0	0	0	0	0	0	0	0	0	1	8	16	1	8	16
	Pagers activated	0	0	0	0	0	0	0	0	0	55	28	28	55	28	28
	Pagers deactivated	0	0	0	0	0	0	4	0	0	63	76	50	67	76	50
	Mobile satellites activated	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4
	Mobile satellites deactivated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cellular telephone activated	0	0	0	98	112	77	0	2	0	78	112	77	176	226	154
	Cellular telephone deactivated				16	12	36	0	0	1	41	91	65	57	103	102
	PDA activated	0	15	20	4	46	73	0	0	5	81	59	36	85	120	134
	PDA deactivated	0	4	3	0	0	0	0	0	0	8	24	18	8	28	21
	GPS activated	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0
	GPS configured	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	GPS deactivated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio activated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio deactivated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave radio deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deactivated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	Microwave repeater deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	1	20	50	0	0	36	1	2	0	788	780	782	790	802	868
	Work Orders completed	1	20	50	0	0	36	1	2	0	788	780	782	790	802	868
	Add wireless data network component	0	0	0	0	0	0	0	0	0	0	72	48	0	72	48
	Remove wireless data network component	0	0	0	0	0	0	0	0	0	0	6	8	0	6	8
	Move wireless data network component	0	0	0	0	0	0	0	0	0	0	8	8	0	8	8
	Upgrade software wireless data network component	1	10	12	0	0	0	0	0	0	0	24	38	1	34	50
	Upgrade hardware wireless data network component	0	0	0	0	0	0	0	0	0	0	20	14	0	20	14
	Replace failed parts on wireless data network component	0	2	2	0	0	0	0	0	0	4	6	8	4	8	10
	Modify configuration of wireless data network component	0	4	2	0	0	0	0	0	0	0	24	24	0	28	26
	Troubleshoot wireless data network component	0	0	0	0	0	0	0	0	0	0	26	26	0	26	26
	Contact technical support for wireless data network component	0	1	2	0	0	0	0	0	0	3	12	9	3	13	11
	Add wireless data network component	0	0	0	0	0	0	0	0	0	0	6	8	0	6	8
	Provide modified documentation	0	0	0	0	0	0	0	0	0	0	4	2	0	4	2
	Provide unique service	0	0	0	0	0	0	0	0	0	7	35	36	7	35	36
C.5.3.2	**Voice Services (wired)**															
	A Project Completed															
	Replacement Plan for Wired Voice equipment Developed	0	0	0	120	240	300	0	0	0	17	25	32	137	265	332
	Develop Plans	0	0	0	12	12	24	0	0	0	32	33	38	44	45	62
	Develop Estimates	0	0	0	9	24	48	0	0	0	190	220	204	199	244	252
	Review submitted projects	0	0	0	60	96	120	0	0	0	115	119	130	175	215	250
	Perform Risk assessment	0	0	0	0	0	0	0	0	0	6	6	6	6	6	6
	Prepare documents for changes	0	0	0	12	12	12	0	0	0	45	31	31	57	43	43
	Test and evaluate plans	0	0	0	240	300	300	0	0	0	23	25	26	263	325	326
	Perform backup	0	0	0	0	0	0	0	0	0	389	390	389	389	390	389
	A Device and Service Provided													0	0	0
	Circuits troubleshot and troubles cleared	0	0	0	24	36	36	0	0	0	64	37	50	88	73	86
	Voice Circuit Installed	0	0	0	12	12	12	0	0	0	204	206	203	216	218	215
	Voice Circuit Upgraded	0	0	0	3	4	3	0	0	0	5	6	8	8	10	11
	Voice Circuit Disconnected	0	0	0	2	1	0	0	0	0	6	7	8	8	8	8
	ISDN Circuit requested to be installed	4	2	4	3	3	2	0	0	0	4	8	6	11	13	12
	ISDN Circuit requested to be disconnected	2	1	2	15	5	10	0	0	0	1	3	1	18	9	13
	DSL Circuit requested to be installed	4	2	4	0	0	0	0	0	0	12	5	15	16	7	19

TECHNICAL EXHIBIT 2
Communications

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
DSL Circuit Requested to be Disconnected	1	0	2	0	0	0	0	0	0	5	5	8	6	5	10
Cable Modem requested to be installed	0	0	0	2	2	2	0	0	0	2	4	17	4	6	19
DSL Circuit Requested to be Disconnected	0	0	0	0	0	0	0	0	0	1	1	3	1	1	3
Telephone service added	0	0	0	12	36	36	12	12	6	572	585	628	596	633	670
Telephone Service Moved	0	0	0	240	36	360	13	124	120	638	860	743	891	1020	1223
Telephone Service Changed	0	0	0	240	360	360	6	24	6	732	705	690	978	1089	1056
Telephone Service Deleted	0	0	0	180	240	240	12	12	12	116	163	121	308	415	373
Voicemail account moved	0	0	0	120	240	240	0	0	0	100	140	133	220	380	373
Voicemail account added	0	0	0	120	240	240	12	7	7	308	509	477	440	756	724
Voicemail account Changed	0	0	0	120	240	240	12	12	12	171	248	144	303	500	396
Voicemail account De-installed	0	0	0	60	60	60	0	0	0	233	330	171	293	390	231
Voicemail Menu Created	0	0	0	0	0	0	0	0	0	27	154	43	27	154	43
Voicemail Menu Modified	0	0	0	0	0	0	0	0	0	54	171	88	54	171	88
Voicemail System Backed Up	0	0	0	0	0	0	0	0	0	1138	1145	1143	1138	1145	1143
Switchboard Operator Calls Processed (District HQ)	0	0	0	0	0	0	0	0	0	65608	56385	60000	65608	56385	60000
Audio Conference Bridge Modified	0	0	0	0	0	0	0	0	0	455	405	422	455	405	422
PBX or Key System Installed	0	0	0	0	0	0	0	0	0	420	1	1	420	1	1
Preventative maintenance on a PBX or Key system performed	0	0	0	0	0	0	0	0	0	20	261	250	20	261	250
PBX or Key System backup performed	0	0	0	0	0	0	0	0	0	1126	1493	1491	1126	1493	1491
Problem on a PBX or Key System Resolved	0	0	0	0	0	0	0	0	0	80	108	104	80	108	104
PBX or Key System Program Change made	0	0	0	0	0	0	0	0	0	368	348	323	368	348	323
Call accounting system Managed	0	0	0	0	0	0	0	0	0	2952	2571	2568	2952	2571	2568
Call Accounting Report generated	0	0	0	0	0	0	0	0	0	44	24	20	44	24	20
Backup of the call accounting system	0	0	0	0	0	0	0	0	0	730	732	730	730	732	730
Outside cable plant installed	0	0	0	0	0	0	0	0	0	13	6	4	13	6	4
Outside cable plant Maintained	0	0	0	0	0	0	0	0	0	3	3	3	3	3	3
Outside cable plant Troubleshot	0	0	0	6	6	6	0	0	0	81	63	62	87	69	68
Outside cable plant Upgraded	0	0	0	0	0	0	0	0	0	5	3	3	5	3	3
Inside cable plant installed	250	500	500	45	60	72	0	0	0	294	174	318	589	734	890
Inside cable plant Maintained	45	145	250	210	300	360	0	0	0	224	213	217	479	658	827
Inside cable plant Troubleshot	125	250	500	66	72	84	0	0	0	387	406	333	578	728	917
Inside cable plant Upgraded	250	1200	2500	0	0	0	0	0	0	170	90	168	420	1290	2668

TECHNICAL EXHIBIT 2
Communications

	Documentation of Alterations to Communications Infrastructure	15	15	20	255	360	432	0	0	0	237	364	354	507	739	806
C.5.3.3	**Data Services Wired**															
	Planning and Management of Projects															
	Develop network tactical, strategic, and project plans, including documentation	12	15	15	2	2	2	0	0	0	9	9	10	23	26	27
	Develop network design plans including cost estimates.	10	12	12	6	8	12	0	0	0	27	32	33	43	52	57
	Review submitted projects, specifications and designs.	24	29	48	18	24	36	0	0	0	17	25	26	59	78	110
	Perform risk assessments for planned changes	10	12	14	6	6	8	0	0	0	52	52	52	68	70	74
	Prepare, plan and document planned configuration changes	10	14	12	24	30	36	0	0	0	60	61	61	94	105	109
	Test and evaluate planned configuration changes.	20	36	48	18	24	30	0	0	0	134	135	144	172	195	222
	Perform back-up of planned configuration change	730	732	730	24	30	36	0	0	0	211	257	256	965	1019	1022
	Support Operate and Maintain															
	Troubleshoot and clear wired data circuit service problems	60	120	60	240	240	240	3	3	3	26	26	26	329	389	329
	Install wired data circuits	70	85	65	60	60	60	0	0	0	247	207	205	377	352	330
	Upgrade wired data circuits	43	65	50	0	0	0	0	0	0	110	75	75	153	140	125
	Request Wired data circuits disconnect	5	25	20	60	60	60	0	0	0	63	60	61	128	145	141
	Move Wired data circuits	10	15	20	180	180	180	0	0	0	125	110	108	315	305	308
	Update and maintain Network documentation	50	50	50	300	300	300	0	0	0	84	163	196	434	513	546
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input into the separate switch area that follows)	15	75	25	2	3	4	0	0	0	10	9	8	27	87	37
	Remove routers from your network	4	4	4	2	3	4	0	0	0	15	11	8	21	18	16
	Move routers on your network	10	12	12	1	1	1	0	0	0	8	9	8	19	22	21
	Upgrade the software on your routers	4	4	4	12	24	4	0	0	0	38	29	47	54	57	55
	Upgrade the hardware on your routers	8	16	20	0	4	8	0	0	0	10	11	33	18	31	61
	Replace failed hardware components on your routers	4	4	4	0	1	2	0	0	0	10	11	12	14	16	18
	Modify the configuration of the routers on your network	60	125	120	300	300	300	0	0	0	96	181	152	456	606	572
	Troubleshoot router problems	120	240	200	36	42	48	0	0	0	126	116	128	282	398	376
	Contact technical support for router problems	12	24	24	4	6	6	3	3	3	42	44	50	61	77	83
	Perform preventive maintenance on routers	12	12	12	192	192	216	0	0	0	44	44	44	248	248	272

TECHNICAL EXHIBIT 2
Communications

Add switches to your network (layer 2 and 3 switches)	35	130	125	1	14	8	0	0	0	87	148	121	123	292	254
Remove switches from your network	2	2	2	0	0	0	0	1	0	84	94	104	86	97	106
Move switches on your network	12	12	12	0	6	8	0	0	0	62	63	63	74	81	83
Upgrade the software on your switches	4	4	4	21	21	42	2	2	2	254	280	296	281	307	344
Upgrade the hardware on your switches	4	12	12	0	2	2	0	0	0	18	27	32	22	41	46
Replace failed hardware components on your switches	2	4	4	8	12	12	0	0	0	18	21	21	28	37	37
Modify the configuration of the switches on your network	365	366	365	255	378	516	10	10	10	454	554	544	1084	1308	1435
Troubleshoot switch problems	48	48	48	60	60	60	5	5	5	266	282	268	379	395	381
Contact technical support for switch problems	12	12	12	12	18	18	0	0	0	28	40	53	52	70	83
Perform preventive maintenance on switches	12	12	12	0	0	0	0	0	0	336	336	338	348	348	350
Add hubs to your network	8	0	0	0	0	0	0	0	0	38	48	48	46	48	48
Remove hubs from your network	4	8	0	0	12	10	0	0	0	180	87	57	184	107	67
Move hubs on your network	0	0	0	0	0	0	0	0	0	33	33	33	33	33	33
Upgrade the software on your hubs	0	0	0	0	0	0	0	0	0	12	12	12	12	12	12
Upgrade the hardware on your hubs	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4
Replace failed hardware components on your hubs	0	0	0	0	0	0	0	0	0	4	5	4	4	5	4
Modify the configuration on the hubs on your network	0	0	0	0	0	0	0	0	0	12	12	12	12	12	12
Troubleshoot hub problems	12	0	0	12	12	6	0	0	0	49	55	49	73	67	55
Contact technical support for hub problems	6	0	0	0	0	0	0	0	0	7	6	6	13	6	6
Perform preventive maintenance on hubs	0	0	0	1	6	6	0	0	0	0	0	0	1	6	6
Add DSU/CSU's to your network (This section also includes modular DSU/CSU's that are part of a router/switch)	4	4	4	1	6	6	0	0	0	1	1	0	6	11	10
Remove DSU/CSU from your network	0	0	0	2	4	4	0	0	0	0	0	0	2	4	4
Move DSU/CSU on your network	2	2	2	0	0	8	0	2	0	0	5	0	2	9	10
Upgrade the software on your DSU/CSU	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
Upgrade your DSU/CSU	2	2	2	0	0	0	0	0	0	0	0	0	2	2	2
Replace failed DSU/CSU	4	4	4	0	0	0	0	0	0	1	1	1	5	5	5
Modify the configuration on DSU/CSU	4	4	4	48	48	48	0	0	0	0	0	0	52	52	52
Troubleshoot DSU/CSU problems	12	12	12	6	10	12	0	0	0	7	1	1	25	23	25
Contact technical support for DSU/CSU problems	1	1	1	0	0	0	1	1	1	7	1	1	9	3	3

Add CODEC's to your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Remove CODEC's from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move CODEC'S on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the CODEC'S on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot CODEC'S problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contact technical support for CODEC'S problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add sensors to your network	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Remove sensors from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move sensors on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upgrade the hardware on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of the sensors on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troubleshoot sensor problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contact technical support for sensor problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive maintenance on sensors	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Add monitors/displays to your network	4	4	6	0	0	12	0	0	0	0	7	3	4	11	21
Remove monitors/displays from your network	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
Move monitors/displays on your network	4	4	12	0	0	12	0	0	0	0	0	0	4	4	24
Upgrade the software on your monitors/displays	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
Upgrade the hardware on your monitors/displays	4	4	4	0	0	0	0	0	0	0	0	2	4	4	6
Replace failed hardware components on your monitors/displays	4	4	4	0	0	0	0	0	0	0	2	2	4	6	6
Modify the configuration of the monitors/displays on your network	4	4	4	0	0	12	0	0	0	0	0	2	4	4	18

TECHNICAL EXHIBIT 2
Communications

Troubleshoot monitors/displays problems	4	4	4	0	0	12	0	0	0	0	2	4	4	6	20
Contact technical support for monitors/displays problems	4	4	4	0	0	3	0	0	0	2	0	3	6	4	10
Perform preventive maintenance on monitors/displays	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4
Add video input device to your network	0	0	0	0	0	12				70	15	10	70	15	22
Remove video input device from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Move video input device on your network	0	0	0	0	0	12	0	0	0	0	1	0	0	1	12
Upgrade the software on your video input device	0	0	0	0	0	0	0	0	0	2	1	4	2	1	4
Upgrade the hardware on your video input device	0	0	0	0	0	0	0	0	0	0	13	3	0	13	3
Replace failed hardware components on your video input device	0	0	0	0	0	4	0	0	0	0	2	2	0	2	6
Modify the configuration of the video input device on your network	0	0	0	0	0	12	0	0	0	3	15	8	3	15	20
Troubleshoot video input device problems	0	0	0	0	0	4	0	0	0	0	9	2	0	9	6
Contact technical support for video input device problems	0	0	0	0	0	2	0	0	0	0	9	2	0	9	4
Perform preventive maintenance on video input device	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards)	0	0	0	4	6	6	0	0	1	0	0	1	4	6	8
Remove faxes from your network	0	0	0	3	4	6	0	1	1	0	0	0	3	5	7
Move faxes on your network	0	0	0	6	8	8	5	1	1	0	0	0	11	9	9
Upgrade the software on your faxes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware components on your faxes	0	0	0	6	6	8	4	5	4	0	0	1	10	11	13
Modify the configuration of the faxes on your network	0	0	0	0	0	0	3	3	3	0	0	1	3	3	4
Troubleshoot fax problems	0	0	0	60	60	60	11	6	5	0	0	1	71	66	66
Contact technical support for fax problems	0	0	0	6	6	6	10	4	5	0	0	1	16	10	12
Perform preventive maintenance on faxes	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Perform preventive maintenance on emergency wired data network components	0	0	0	11	11	11	0	0	0	0	0	0	11	11	11
Add other types of wired data network components	125	390	60	0	0	0	0	0	0	82	70	66	207	460	126
Remove other types of wired data network components	45	70	70	0	0	0	0	0	0	43	43	43	88	113	113

Move other types of wired data network components	12	12	12	0	0	0	0	0	0	35	41	47	47	53	59
Upgrade software on other types of wired data network components	70	400	400	0	0	0	0	0	0	25	25	25	95	425	425
Upgrade hardware on other types of wired data network components	70	35	35	0	0	0	0	0	0	0	9	4	70	44	39
Replace failed parts on other types of wired data network components	10	12	12	0	0	0	0	0	0	13	13	13	23	25	25
Modify configuration of other types of wired data network components	750	1250	1250	0	0	0	0	0	0	60	60	60	810	1310	1310
Troubleshoot other types of wired data network components	1000	1500	1500	0	0	0	0	0	0	197	197	203	1197	1697	1703
Contact technical support for other types of wired data network components	52	52	52	0	0	0	0	0	0	11	11	11	63	63	63
Perform preventive maintenance on other types of wired data network components	60	120	120	0	0	0	0	0	0	18	18	18	78	138	138
Provide modified documentation after new installs/upgrades for other types of wired data network components	12	12	12	0	0	0	0	0	0	2	2	2	14	14	14
Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	0	0	0	0	0	0	0	0	0	281	286	289	281	286	289
Provide user training for wired data services	120	120	120	24	24	24	0	0	0	83	51	96	227	195	240
Number of help desk requests in support of wired data services	3600	5000	5000	240	360	360	12	27	24	3260	3360	3360	7112	8747	8744
Install inside cable in support of wired data services	1000	2500	2500	6	6	6	0	0	0	334	387	238	1340	2893	2744
Maintain inside cable in support of wired data services	45	145	250	120	180	180	0	0	0	284	170	164	449	495	594
Troubleshoot inside cable in support of wired data services	125	250	500	120	180	180	0	0	0	234	264	264	479	694	944
Upgrade inside cable in support of wired data services	250	1200	2500	0	0	0	0	0	0	153	33	33	403	1233	2533
Install outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	11	14	16	11	14	16
Maintain outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	2	2	2	2	2	2
Troubleshoot outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	67	70	14	67	70	14

	Upgrade outside cable in support of wired data services	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0
C.5.3.4.	**VTC/Video Services**															
	Project Planning and Management															
	A Project Completed	0	0	0	2	2	2	0	0	0	2	6	3	4	8	5
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	0	0	0	2	2	2	0	0	0	2	5	3	4	7	5
	Install, Operate and Maintain Video Teleconferencing Services															
	Process FTS requests for VTC service.	0	0	0	0	0	0	0	0	0	1129	1213	160	1129	1213	160
	Process FTS Disconnect Orders for VTC services.	0	0	0	0	0	0	0	0	0	20	20	1	20	20	1
	Install Video Teleconferencing Equipment	0	0	0	2	2	2	0	0	0	16	24	9	18	26	11
	Resolve problems with Video Teleconferencing Equipment	0	0	0	24	24	24	0	0	0	37	48	46	61	72	70
	Perform PM on Video Teleconferencing Equipment	0	0	0	0	0	0	0	0	0	252	348	384	252	348	384
	De-install Video Teleconferencing Equipment	0	0	0	1	1	1	0	0	0	3	16	12	4	17	13
	Resolve desktop video teleconferencing equipment problems	0	0	0	0	0	48	0	1	1	32	32	32	32	33	81
	Move video teleconferencing equipment or services	0	0	0	120	120	120	0	0	0	228	264	384	348	384	504
	Add video teleconferencing equipment or services	0	0	0	2	2	2	0	0	0	74	73	66	76	75	68
	Change video teleconferencing equipment or services, including configuration modification.	0	0	0	120	120	120	0	0	0	76	76	76	196	196	196
	Delete video teleconferencing equipment or services	0	0	0	1	1	1	0	0	0	24	24	24	25	25	25
	Provide user training for video teleconferencing equipment or services	0	0	0	60	60	60	0	0	0	38	140	159	98	200	219
	Move CCTV equipment or services	0	0	0	0	0	0	0	0	0	1	14	8	1	14	8
	Add CCTV equipment or services	0	0	0	0	0	0	0	0	0	1	14	7	1	14	7
	Change CCTV equipment or services	0	0	0	0	0	0	0	0	0	1	12	6	1	12	6
	Delete CCTV equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	1	2	3	1	2	3

	Change surveillance systems equipment or services	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
	Delete surveillance systems equipment or services	0	0	0	0	0	0	0	0		0	0	0	0	0	0
	Move streaming video equipment	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0
	Add streaming video equipment	0	0	0	0	0	0	0	0	0	7	6	6	7	6	6
	Change streaming video equipment	0	0	0	0	0	0	0	0	0	10	10	17	10	10	17
	Delete streaming video equipment	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
	Requests for video capture	0	0	0	0	0	0	0	0	0	4	3	3	4	3	3
	Requests for video archive	0	0	0	0	0	0	0	0	0	6	24	42	6	24	42
	Number of help desk requests in support of Video services	0	0	0	0	0	0	16	16	16	427	421	403	443	437	419
	Instances of unique applications related to video services	12	12	12	0	0	0	0	0	0	6	5	4	18	17	16
	Install inside cable in support of video services	0	0	0	2	2	2	0	0	0	9	8	7	11	10	9
	Maintain inside cable in support of video services	0	0	0	1	1	1	0	0	0	2	2	2	3	3	3
	Troubleshoot inside cable in support of video services	0	0	0	1	1	1	0	0	0	30	3	5	31	4	6
	Upgrade inside cable in support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Install outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Maintain outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Troubleshoot outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Upgrade outside cable in support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
C.5.3.5	**Radio Services and Support**															
	Project Planning and Management															
	The number of Radio Service or Support projects you plan,	0	0	0	0	0	0				1	1	1	1	1	1
	Install, Operate and Maintain Radio Services and Support															
	Install, test and submit for acceptance new or upgraded systems	0	0	0	0	0	0				1	1	1	1	1	1
	Provide 'as built' documentation of system	0	0	0	0	0	0				1	1	1	1	1	1
	Resolve radio equipment problems	0	0	0	0	0	0				2	2	2	2	2	2
	Move mobile equipment	0	0	0	0	0	0				1	1	1	1	1	1
	Add mobile equipment	0	0	0	0	0	0				6	2	4	6	2	4
	Change mobile equipment	0	0	0	0	0	0				3	3	3	3	3	3
	De-install mobile equipment	0	0	0	0	0	0				0	0	0	0	0	0
	Move base station equipment	0	0	0	0	0	0				0	0	0	0	0	0

Add base station equipment	0	0	0	0	0	0				0	0	0	0	0	0
Change base station equipment	0	0	0	0	0	0				0	0	0	0	0	0
De-install base station equipment	0	0	0	0	0	0				0	0	0	0	0	0
Move repeaters.	0	0	0	0	0	0				0	0	0	0	0	0
Add repeaters	0	0	0	0	0	0				0	0	0	0	0	0
Change repeaters	0	0	0	0	0	0				0	0	0	0	0	0
De-install repeaters	0	0	0	0	0	0				0	0	0	0	0	0
Move radio control consoles..	0	0	0	0	0	0				0	0	0	0	0	0
Add radio control consoles.	0	0	0	0	0	0				0	0	0	0	0	0
Change radio control consoles.	0	0	0	0	0	0				0	0	0	0	0	0
De-install radio control consoles.	0	0	0	0	0	0				0	0	0	0	0	0
Move data radios..	0	0	0	0	0	0				0	0	0	0	0	0
Add data radios.	0	0	0	0	0	0				0	0	0	0	0	0
Change data radios.	0	0	0	0	0	0				0	0	0	0	0	0
De-install data radios.	0	0	0	0	0	0				0	0	0	0	0	0
Move AM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Add AM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Change AM radios.	0	0	0	0	0	0				0	0	0	0	0	0
De-install AM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Move FM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Add FM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Change FM radios.	0	0	0	0	0	0				0	0	0	0	0	0
De-install FM radios.	0	0	0	0	0	0				0	0	0	0	0	0
Move Public Service Broadcast or information radios.	0	0	0	0	0	0				0	0	0	0	0	0
Add Public Service Broadcast or information radios.	0	0	0	0	0	0				0	0	0	0	0	0
Change Public Service Broadcast or information radios.	0	0	0	0	0	0				0	0	0	0	0	0
De-install Public Service Broadcast or information radios.	0	0	0	0	0	0				0	0	0	0	0	0
Move radio or microwave tower.	0	0	0	0	0	0				0	0	0	0	0	0
Add radio or microwave tower.	0	0	0	0	0	0				0	0	0	0	0	0
Change radio or microwave tower.	0	0	0	0	0	0				0	0	0	0	0	0
De-install radio or microwave tower.	0	0	0	0	0	0				0	0	0	0	0	0
Move radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0
Add radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0
Change radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0
De-install radio control over IP device.	0	0	0	0	0	0				0	0	0	0	0	0
Move terminating equipment (MUX)	0	0	0	0	0	0				0	0	0	0	0	0

TECHNICAL EXHIBIT 2
Communications

Task														
Add terminating equipment (MUX)	0	0	0	0	0	0				0	0	0	0	0	0
Change terminating equipment (MUX)	0	0	0	0	0	0				0	0	0	0	0	0
De-install terminating equipment (MUX)	0	0	0	0	0	0				0	0	0	0	0	0
Perform preventive maintenance on radio equipment	0	0	0	0	0	0				0	0	0	0	0	0
Remove and reinstall mobile radios for vehicle replacement	0	0	0	0	0	0				0	0	0	0	0	0
Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	0	0	0	0	0	0				6	10	10	6	10	10
Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	0	0	0	0	0	0				6	10	10	6	10	10
Radio Equipment and Spectrum XXI Information System (IS) support															
Power systems installed	0	0	0	0	0	0				0	0	0	0	0	0
Power systems de-installed	0	0	0	0	0	0				0	0	0	0	0	0
Power systems moved	0	0	0	0	0	0				0	0	0	0	0	0
Tower inspections	0	0	0	0	0	0				0	0	0	0	0	0
Replace tower lighting	0	0	0	0	0	0				0	0	0	0	0	0
Request new frequency assignments.	0	0	0	0	0	0				1	5	6	1	5	6
Review existing frequency assignments (5-year update)	0	0	0	0	0	0				1	41	50	1	41	50
Report frequency interference	0	0	0	0	0	0				0	0	0	0	0	0
Interference cases investigated	0	0	0	0	0	0				0	0	0	0	0	0
Interference cases resolved	0	0	0	0	0	0				0	0	0	0	0	0
Gather and compile radio equipment contract requirements	0	0	0	0	0	0				0	0	0	0	0	0
Assist in the development of radio contract solicitation	0	0	0	0	0	0				0	0	0	0	0	0
Assist in evaluation of solicitation bids	0	0	0	0	0	0				0	0	0	0	0	0